

Review of compliance

<p>Dr Htay Kywe Hilldales Residential Care Home</p>	
<p>Region:</p>	<p>South West</p>
<p>Location address:</p>	<p>10-13 Oxford Park Ilfracombe Devon EX34 9JS</p>
<p>Type of service:</p>	<p>Care home service without nursing</p>
<p>Date of Publication:</p>	<p>November 2011</p>
<p>Overview of the service:</p>	<p>Hilldales is a care home providing services for 56 men and women experiencing past or present alcohol dependence and/or mental health problems. The home provides accommodation and support for residents within a mixed age category.</p>

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

Our current overall judgement

Hilldales Residential Care Home was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review 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 13 September 2011, checked the provider's records, 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

During this unannounced inspection we spoke to eight people currently living at the service. They told us that they were generally happy with the care and support they received. Comments included

'The staff are all very good, very nice and we all get on'

'I have been here for a very long time, staff have come and gone, but they all do a good job.'

'I am settling well, most people are friendly and I am getting to know the area'

People told us that they could choose when they got up and went to bed, and how they spent their day. One person told us that they went out most days with the manager and really enjoyed this. Another person told us they prefer to spend their time in their own room and staff respected this.

We saw that medication was well managed by staff that understood the need keep clear records.

Good clear audit trails were in place to ensure that where staff handled individuals personal monies, receipts were kept and regular checks were made on balances and records.

People told us that they enjoyed the meals provided and that there was always a good variety and choice. Most people we spoke to said they liked having a cooked breakfast. One person said that they were regularly asked what menu options they enjoyed and

whether they wanted other choices included in the menu. We saw that this was also done more formally with menu meetings and questionnaires regarding food. People were able to help themselves to hot and cold drinks through the day as well as snacks. We saw that where individuals had dietary needs that staff recorded whether they had eaten each meal. We have asked that if people are at risk because of their lack of nutritional intake, that more detailed records of food and fluid be kept.

Staff had good opportunities for training and support and people who lived at the home were positive about the staff approach and felt safe and comfortable with the staff group who worked with them.

Good systems were in place to ensure that the views of people living at the home and staff were used to drive up any improvements.

What we found about the standards we reviewed and how well Hilldales 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

Peoples' privacy and dignity is respected and are fully involved in making choices and decisions about their care and treatment.

Overall we found that the service meets this essential standard

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

Individuals receive safe, effective and appropriate care that meets their needs and protects their rights.

Overall we found that the service meets this essential standard

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

Individuals are protected from abuse or risk of abuse and their human rights are respected and upheld.

Overall we found that the service meets this essential standard

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

The service provides good training and support to staff to ensure they can do their job safely and competently.

Overall we found that the service meets 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

Good systems are in place to monitor the quality of care and support that individuals receive. People who use the service and staff are able to have their say about the running

of the home.

Overall we found that the service meets this essential standard

Other information

Please see previous reports for more information about previous reviews.

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

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We spoke to eight people who live at Hillsdale. They told us that they were supported by staff. Comments included

'The staff are all very good, very nice and we all get on'

'I have been here for a very long time, staff have come and gone, but they all do a good job.'

'I am settling well, most people are friendly and I am getting to know the area'

One person told us that they had not chosen to move to this home, the decision had been made for them by their social worker. They said that the manager and staff had been very welcoming and helpful in assisting them with getting to know the local area and in liaising with other agencies to get the right benefits sorted out.

One person told us that they would prefer to have their own personal finances, but when this issue was explored further they said they had agreed to this as part of their condition to stay at the home because of their addictions.

We were told that staff always knocked on the door of bedrooms before entering and the cleaning staff told us that they always gave people the choice to stay and help or to have their room cleaned when they were not present. Some people preferred to do their own cleaning.

We observed staff working with people in the home in a caring and respectful way. One person asked the same repeated question and staff answered them calmly each time. Even when staff were busy with tasks, they answered any questions or directed people to other staff who could assist them.

The home offered some activities mainly in the afternoon; these included bingo, karaoke, films and craft sessions. There were also regular opportunities to go out and about in the local community.

Other evidence

We saw that plans of care gave some basic details about individuals' personal preferences and choices, but it was not always clear about whether the person had capacity to make informed decisions.

Staff we spoke to gave examples of how they tried to encourage independence in activities of daily living and gave people choice in their every day lives

We saw from menu meetings and house meetings that people's opinions were listened to and actioned. Meals were changed to accommodate individuals' choices and activities and outings were also planned around what people had said they wanted to do.

Our judgement

Peoples' privacy and dignity is respected and are fully involved in making choices and decisions about their care and treatment.

Overall we found that the service meets this essential standard

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People we spoke to who live at the service said that their care and welfare needs were being well met. One person commented 'When I am feeling ill the staff make sure they pop in extra times to see me and if I need to see the doctor, they arrange that he comes here or they take me down to the health centre'. Another person told us 'we are well looked after here, I have put weight on and am feeling much better than when I first moved in.'

We saw that people were being encouraged to eat their meals in a kind and respectful way. We did not observe individuals having their personal care needs met, but in talking to staff we could see that they have had relevant training and support to ensure that they understand individuals' dignity and respect the privacy. We heard from one carer that they had begun a nursing degree and another told us that since moving from another home they have found that people at Hilldales were treated with respect and their welfare was well monitored and that regular meals and snacks ensured people who had previously been nutritionally compromised were now improving.

Some staff talked about needing to support people more as they aged and this included providing support in personal care. Most people were able to wash and dress themselves but needed an element of prompting to complete this. Staff were aware of who required this level of support and said that care plans gave details to assist any new staff.

Other evidence

We pathway tracked four individuals and saw that their personal and health care needs were well documented. We could see that where healthcare needs had been identified that appointments had been made with healthcare specialists. Some individuals need encouragement and support to maintain a healthy nutritional intake. We saw references in the daily records that indicated if the individual had eaten or not. We discussed the fact that this may need at times to include more detail to give a clear audit trail of what they have eaten and drunk and this will help in the assessment of their ongoing healthcare needs and whether specialist support may be required.

We saw that plans of care were regularly reviewed and where possible individuals had signed to agree their plan. Where people had restrictions placed on them, such as their individual monies being held by the office, we saw that people had signed a contract to say that they agreed to this as part of their condition of stay at the home. We asked about people who may not be able to make that informed decision and were told that this would be agreed by their placing authority to help protect them from either having money taken from them or from buying alcohol or drugs. We saw that many of the people at this service had abstained from their addiction for long periods. Staff said that this was mainly due to the fact that they had agreed to have limited access to their own finances.

We saw that plans also included risk assessments and where people had PRN (as needed) medications for anxiety or stress, that this was carefully monitored and the reasons why this was given was clearly documented. We saw that medication records and storage provided a good audit trail for safe handling and administration of medications. Only small amounts of minor medications were self administered by one or two individuals once they had been risk assessed as safe to do this independently.

We saw for one person who had been admitted as an emergency admission, that further details and risks assessments needed to be developed to ensure that a consistent approach was in place for all staff assisting this person. We were told that their care plan from their funding authority was being used to inform staff at present and we could see from daily records that staff were assessing their needs on a regular basis. We are aware that since this inspection took place this persons care plan has been fully updated.

They had involved an occupational therapist to assess one person who has some physical disabilities and to consider if ramps and adaptations would help them move around the home more easily.

Our judgement

Individuals receive safe, effective and appropriate care that meets their needs and protects their rights.

Overall we found that the service meets this essential 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 we spoke to said that they felt safe at Hilldales. When asked everyone we spoke to said they knew who they could make a complaint to and several mentioned the fact they have regular meetings to talk about what they would like to see happen in the home.

We observed staff talk to people in a respectful way. When one person wanted to discuss something of a private nature, they were asked if they would prefer to have the discussion in their room with the member of staff. We saw that staff always responded to individuals' requests for help, support or just to chat to them.

Other evidence

We spoke to staff about their understanding of the safeguarding processes. All knew what kind of things might constitute abuse and knew where they should go to report any suspicions they may have. Some staff told us that they had received training in safeguarding but not all had received training in the Mental Capacity Act or deprivation of liberty safeguards. We were told that this has been covered in the past and they will look at further training for staff to ensure that all have a good understanding of these essential laws and safeguards.

There have been no safeguarding referrals made during this year in respect of this home.

We are aware there has been one issue raised by a social worker where they felt that

one individual's concerns about their property going missing was not taken seriously. We have been assured by the service that this is a long standing issue that the individual raises on a regular basis, but in fact they do not have the belongings they say have gone missing. The staff are all aware of this and are clear in their interactions with this individual to give reassurance that he no longer has these belongings.

Our judgement

Individuals are protected from abuse or risk of abuse and their human rights are respected and upheld.

Overall we found that the service meets 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 we spoke to said that staff were supportive and helpful. One person told us that they had been assisted to get their finances sorted with benefits. Another person told us that staff had supported them to stay in touch with their family by helping them with letters and phone calls. We did not hear any negative comments about the staff group.

In talking to staff during this inspection we saw that they were knowledgeable about the needs of the people who live at Hilldales. They showed an empathetic approach to people who can be challenging due to their addictions and subsequent damage they have caused to themselves.

Other evidence

We saw that individual files for staff contained the record of their training and that regular supervision had taken place, where staff had had the opportunity to discuss their role and any issues they may have.

We saw that staff have undertaken all mandatory training to ensure they can work safely and that they understand emergency and safety procedures. Some staff have also been able to do more specialist course on dementia and alcohol dependency and the effects of being an addict. Most staff are currently or have completed national vocational training in care.

We saw that there was an induction programme for new staff that included nationally recognised topics as well as key areas of health and safety that were specific to Hilldales.

Our judgement

The service provides good training and support to staff to ensure they can do their job safely and competently.

Overall we found that the service meets this essential standard

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 to said that their opinion was listened to and told us that they were involved in reviewing the menus on a regular basis and having a say about what activities and events they want to see happen in the future. We saw that these were recorded with results of actions taken to follow up on individuals' suggestions.

People told us that if they had concerns they talked to staff or to the manager and their issues had been addressed.

We saw that the home was well maintained with regular checks being made on safety equipment and fire equipment. The cleaning staff completed regular checks to ensure that the environment was clean and kept safe. We saw that any repairs highlighted were quickly attended to and there was an audit trail for this.

Other evidence

Staff we spoke to said that they were regularly asked their opinion and that regular staff meetings were held. We saw copies of minutes of these meetings where the running of the home was discussed as well as issues relating to individuals and their care and support.

We saw that the registered provider visited once a week and they checked the audit for personal monies and had a general look around and to see that the home was in good order.

We saw that records have been kept of all complaints and any incidents with action about how these have been resolved.

We saw that surveys have been used to gain the views of people living at the home, their relatives and other professionals who visit the home. Where an issue has been identified this has been used to review the service. This tended to be around meal choices and activities offered at the home.

We checked some of the medication records and saw that a good audit trail was available for incoming and outgoing medications. This is regularly checked by senior staff.

Our judgement

Good systems are in place to monitor the quality of care and support that individuals receive. People who use the service and staff are able to have their say about the running of the home.

Overall we found that the service meets 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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