

Review of compliance

<p>The Koppers Ltd The Koppers</p>	
Region:	South West
Location address:	The Street Kilminster Axminster Devon
Type of service:	Care home (without nursing)
Date the review was completed:	February 2011
Overview of the service:	<p>The Koppers is a detached, converted building in the centre of the village of Kilminster, close to the church and post office. The home provides accommodation with personal care for up to 24 older people who may also have a physical disability or a mental disorder; typically Alzheimer's Disease or related health difficulties.</p> <p>There is a stair lift to the first floor. There is a communal lounge and lounge/dining</p>

	<p>room on the ground floor and also a recently added conservatory extension. There are pleasant gardens and two parking areas.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that The Koppers 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, carried out a visit on 20 January 2010, 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 who use services. We also asked the provider to give us information relating to some of the outcome areas before our visit took place.

What people told us

Many of the people living at The Koppers at the time of our visit had poor communication skills due to dementia. We talked to those people who were able to answer our questions, and we also observed people being supported by care workers in the home. Three relatives wrote to us before our visit to tell us about the home. We talked to one relative on the telephone, and we also saw a number of recent letters sent to the home from other relatives thanking them for the care provided.

Comments we received included –

"The staff are invariably kind and attentive"

"I feel reassured that my mother's care is being well managed and that the care team are being pro-active in putting my mother's needs first."

"As a former nurse myself, trained in the UK, I can only say that the complete package and variety of excellent care, respect of resident's wishes, management and the whole set up, warmth of atmosphere and safety of the home is outstanding and exceptional."

"I have never in my time of visiting my mother seen a member of staff show any sign other than that of sheer dedication to all residents and their needs. They always have a smile and show nothing but the will to help all."

The people we talked to, and our observations during our visit, gave us evidence to show that people were relaxed and happy with all aspects of the care provided.

What we found about the standards we reviewed and how well The Koppers 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 have been supported in a respectful manner by well trained care workers who understand how to protect people's dignity and human rights. The home has given people and their representatives information on the services and care they offer, and they have consulted, listened and involved people wherever possible.

- Overall, we found that The Koppers was meeting this essential standard.

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Outcome 2

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

The provider had systems and procedures in place that ensured that the consent of people using the service and/or their representatives was obtained for any care, support or treatment that they received.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 4

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

People living at The Koppers have received effective, safe and appropriate, care treatment and support. Care staff have been given information, guidance and supervision to ensure they know exactly how each person wants to be assisted with their health, personal and social care needs.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 5

Food and drink should meet people's individual dietary needs

People living at The Koppers have received a good standard of food and drinks to

meet their individual dietary needs, likes and preferences.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 6

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

The home has maintained good communication with relevant health and social care professionals and ensured that the care, support and treatment of people using the service has been coordinated properly and safely.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 7

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

The people who live at The Koppers have been protected from the risk of abuse and their human rights have been protected

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 8

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

Staff at The Koppers have received training and instructions to ensure they follow safe procedures that protect people from the risk of infection or illness.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 9

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

Medications at The Koppers have been safely stored and administered by staff who have been well trained and are competent.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 10

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

The providers have an ongoing programme of maintenance and improvements to ensure that The Koppers is a safe and comfortable place for people to live.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 11

People should be safe from harm from unsafe or unsuitable equipment

People have been assessed to ensure they have the specialist equipment they need so that they can lead their daily lives with the minimum risk to their health or safety.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 12

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

People can be confident that the home has taken care when recruiting new staff to ensure they are entirely suitable for the job and have the skills and knowledge to carry out their jobs effectively.

- Overall, we found that The Koppers 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

People living at The Koppers are supported by staff who have been well trained and have the skills and experience to meet their needs.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 14

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

There were good procedures in place to make sure all staff have received the supervision and support they need to carry out their jobs effectively and safely.

- Overall, we found that The Koppers 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 providers have actively sought people's views and opinions in order that they can monitor and improve the quality of the service. They also have a range of checks in place to ensure good standards are maintained throughout the home.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 17

People should have their complaints listened to and acted on properly

People who live at The Koppers can be confident that any concerns or complaints that they have will be listened to, taken seriously, and actions will be taken to try to resolve the matter to everyone's satisfaction.

- Overall, we found that The Koppers was meeting this essential standard.

Outcome 21

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

Confidential information held about people using the service has been stored securely and kept up to date, relevant and accurate.

- Overall, we found that The Koppers was meeting this essential standard.

Action we have asked the service to take

No actions were identified

Other information

Please see previous review reports for more information.

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

The table below shows our judgement on each of the essential standard outcomes we reviewed.

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.

Outcome	Judgement for the service	Judgement for a specific activity
Outcome 1: Respecting and involving people who use services	Compliant	N/a
Outcome 2: Consent to care and treatment	Compliant	N/a
Outcome 4: Care and welfare of people who use services	Compliant	N/a
Outcome 5: Meeting nutritional needs	Compliant	N/a
Outcome 6: Cooperating with other providers	Compliant	N/a
Outcome 7: Safeguarding people who use services from abuse	Compliant	N/a
Outcome 8: Cleanliness and infection control	Compliant	N/a
Outcome 9: Management of medicines	Compliant	N/a

Outcome 10: Safety and suitability of premises	Compliant	N/a
Outcome 11: Safety, availability and suitability of equipment	Compliant	N/a
Outcome 12: Requirements relating to workers	Compliant	N/a
Outcome 13: Staffing	Compliant	N/a
Outcome 14: Supporting workers	Compliant	N/a
Outcome 16: Assessing and monitoring the quality of service provision	Compliant	N/a
Outcome 17: Complaints	Compliant	N/a
Outcome 21: Records	Compliant	N/a

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

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

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
Many of the people who lived at The Koppers at the time of our visit had communication problems due to dementia. We talked to four people living there, and during the day we observed the way the care workers and manager interacted with people. We also spoke to two district nurses who were visiting the home that day. Three relatives of people living there wrote to us before our visit to tell us about the care provided by the home. We also saw letters sent to the home in recent months praising the home.

One relative told us "I like the fact that it is family run because they maintain the dignity of loved ones."

Another person who regularly visits the home said "The staff are invariably kind and attentive and provide all the stimulation and encouragement that is appropriate."

Another relative wrote "After frequent and regular visits to our mother 'X' we have found the care excellent and outstanding in all aspects with all residents cared for individually, respecting and acting on their own specific needs by staff who perform in excellence in their very obvious dedication and enjoyment in their work and the satisfaction they gain from it, which has made our mother's life and all of the other residents reach their optimum quality of life and happiness."

During the day we saw the provider and care staff providing care in a calm, friendly, cheerful and respectful manner. The care staff were alert and attentive, quickly recognising when a person might need some assistance. Assistance was offered, not forced on people, and we saw care workers explaining each stage and engaging with the person, making sure they understood and were happy with the way the help was being offered.

We saw people asking to speak to the provider or care staff, and they received immediate responses. People were listened to and given an appropriate answer. This was particularly reassuring for those people with short term memory loss.

Other evidence

Before our visit to the home the providers sent us information about how they comply with this outcome area. This gave us a wide range of evidence about the procedures the home has followed before people have moved in. This included visiting the person to carry out an assessment of their needs, gathering information about all aspects of their personal and health care needs, likes and dislikes, family and social network, and any other information relevant to their support needs. People have been encouraged to take their time before making a decision to move in, and to visit as many times as they want. Written information about the home has been given to people and their families.

We looked at four care plan files to see evidence of the information they had gathered before each person moved in. The files contained evidence of a very thorough initial assessment that showed they had a very clear understanding of the person's needs and the support they needed. Throughout the files there was evidence of guidance to care workers on how to support and assist the person in a respectful and dignified manner.

Care plan files contained evidence to show the home had considered people's mental capacity and any support they may need to make decisions. They had also considered if there was any possibility that a person may be at risk of deprivation of their liberty. We saw evidence to show that any concerns had been shared with relevant professionals.

Our judgement

People have been supported in a respectful manner by well trained care workers who understand how to protect people's dignity and human rights. The home has given people and their representatives information on the services and care they offer, and they have consulted, listened and involved people wherever possible.

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
During our visit we saw evidence to show that people’s rights to refuse treatment has been understood and respected. An example of this was seen when we saw a person who had limited communication skills due to dementia being offered their regular medication at lunchtime. They indicated they did not want to take the medication. The care staff were patient and tried to encourage the person and returned a little while later to offer again, but when the person again refused the care staff respected the person's wishes.

Other evidence
The providers gave us information before our visit about the various ways they consult with people and/or their relatives or representatives about the care they offer. We also saw evidence in the care plan files of their discussions and involvement with people, their relatives and specialist health or social care professionals.

The care plan files contained evidence of risk assessments carried out on a number

of areas including nutrition, hydration, skin care, mobility, and any other health risks relevant to that person. Where risks had been identified the home we saw evidence of the actions put in place to reduce the risk. There were records in place to show who had been consulted and involved in the decisions.

The provider talked about the Mental Capacity Act and Deprivation of Liberties and was aware of the various procedures that must be followed where decisions may need to be made on behalf of people.

Our judgement

The provider had systems and procedures in place that ensured that the consent of people using the service and/or their representatives was obtained for any care, support or treatment that they received.

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
Friends and relatives of people living at The Koppers have written on behalf of the people living there. Their comments included -
"Mrs X has received regular medical attention and checks for her weight and for any infections such as UTI's. (urinary infections) When I arrive, which is always unannounced, there is often some sort of activity going on which is cheerful and designed to involve as many as possible of the residents."
"My Mum...has now been a resident of The Koppers Care Home for 2 months. I have always found all the staff helpful and very friendly. I do not think my mother could be in a more caring environment."
"I visit the home regularly (once every few weeks) and without notice. Every time I have visited I have observed how happy my mother is, how professional the care team are and how happy and calm the other residents are too.....I feel reassured that my mother's care is being well managed and that the care team are being proactive in putting my mother's needs first."
"As a former nurse myself, trained in the UK, I can only say that the complete package and variety of excellent care, respect of resident's wishes, management and the whole set up, warmth of atmosphere and safety of the home is outstanding and exceptional."

"The staff are so kind to all residents.....I find their motivation and dedication to the residents' well-being and happiness outstanding and see that they willingly and so kindly exceed their bounds of duty in the stimulation of the residents with numerous varied activities and help the residents to their potential. They will sit and reassure individuals according to their needs however busy they may be. "

The people we talked to, and our observations during the day gave us evidence that people's care needs were well met. People told us they were happy with the care they received and said there was always sufficient staff on duty whenever they needed assistance. We saw care staff helping people with their meals, with their medication, and to move around safely. The care staff were calm, attentive, and professional in their manner.

During the day we saw and heard about regular activities that have taken place every day. There was a notice board in the entrance hallway with a programme of activities both mornings and afternoons, including walks around Kilmington, newspaper reading, arts and crafts, games including cards, crosswords and dominoes. People told us about outings, depending on the weather, to local places of interest. Some people enjoyed walking around the garden.

Other evidence

We looked at four care plan files during our visit. The plans were clearly written and easy to read. Relevant information could be found quickly and easily on every aspect of the care and support needed. The plans contained detailed instruction to care staff on each task. Instructions included explanations such as -

"She does not like..."

"She likes...."

"She is able to choose..."

"She may need guidance..."

Where the person has at times refused to let care staff help them with a task the care plans contained suggestions, hints and tips for the care workers about various ways they could encourage the person to allow them to give assistance. This demonstrated a very good understanding of each person. The plans were regularly reviewed and updated. Each care plan file contained information about visits from health and social care professionals and we saw evidence to show that advice given, or changes to their medical treatment had been recorded and updated in the care plan files, handover records and daily care reports.

The files contained risk assessments on all relevant potential health problems. We saw fluid charts that had been completed where there were concerns the person may be at risk of dehydration. The records also included skin care and prevention of pressure sore information and assessments. People's weight had been regularly recorded.

On the day of our visit two district nurses were visiting the home. We asked to comment on the home and they told us they were entirely happy with all aspects of

the care provided.

In the entrance hallway there was a notice board with photographs of each member of staff on duty that day, giving their names and job titles. This meant that people could easily check who was providing their care.

We saw a letter in the home from the relative of a person who died at the home in the last year. The letter was written to the providers and the staff team -

"You have every reason to be proud of your achievements in Koppers. My mother 'X' has been beautifully cared for and thank you for allowing her to remain under your care until her death two days ago."

Our judgement

People living at The Koppers have received effective, safe and appropriate, care treatment and support. Care staff have been given information, guidance and supervision to ensure they know exactly how each person wants to be assisted with their health, personal and social care needs.

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
During our visit we watched as the midday meal was served. There were plenty of staff on duty, allowing the staff to give everyone the assistance they needed. A few people had chosen to eat their meals in their rooms, but most people sat in the main lounge/dining room.

Most people were able to eat their meals without assistance, but those people who no longer had the skills or mobility received individual assistance from a member of staff. The staff were calm, patient and attentive, and gave appropriate encouragement. Some people had cutlery and dishes that enabled them to eat their meals independantly.

We asked two people if they were satisfied with the standard of the meals provided and we were assured that the meals were always to their liking. They said they could always ask for an alternative if they did not like what was offered.

Other evidence
We talked to the cook and looked at the menus and records held in the kitchen. People were offered various choices at breakfast and at tea time, but the menus showed only one main meal offered at lunchtime. However, we were given firm assurance that suitable alternatives were always offered if people did not like the

lunch time meal on the menu. The care staff told us they went around every morning to tell people what the meal was at lunchtime and to ask if they were happy with this or if they would like an alternative.

The cook also said she regularly talked to people to find out what foods they liked and she had a good knowledge of their likes and dislikes. She said the staff would always let her know if someone had not eaten their meal and she would try to find something else they might like. We saw records in the kitchen to show likes, dislikes and dietary needs. Those people who were at risk of weight loss were offered supplements and additional foods to help them maintain a healthy weight.

The cook told us that they received regular supplies of good quality fresh fruit, vegetables and meats from local suppliers. They also received regular deliveries of food stuffs from various catering suppliers.

The care plan files contained evidence of dietary needs assessments. The records showed likes, dislikes and any specific dietary needs. People's weights had been recorded regularly.

Our judgement

People living at The Koppers have received a good standard of food and drinks to meet their individual dietary needs, likes and preferences.

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
We did not talk to people living in the home about this outcome area. Relatives and friends who wrote to us on behalf of people living in the home, and professionals we met told us they were entirely satisfied with the way the home made sure people received the services they needed.

Other evidence
During our visit to the home we spoke to two District Nurses visiting the home, and also saw a letter to the home from a relative who was also a local GP. We were given firm assurance that the home has maintained very good relationships with all health and social care professionals who support the people living there and the professionals were entirely satisfied with the care provided by the home.

A chiropodist was also visiting the home on the day of our visit.

Since the last inspection of the home a small room on the ground floor has been altered and adapted to provide a room where visiting professionals can interview, examine or provide treatment to people in private.

The care plan files contained detailed notes of all communication with health and

social care professionals. Copies of letters and appointments were also seen. We saw evidence to show that the home had quickly noticed when people were showing signs of illness and had sought medical attention promptly.

We also heard about the procedures followed by the home where people moved from or to hospital or other care homes. We were satisfied that the home had gathered good information, and sought advice and guidance appropriately.

Our judgement

The home has maintained good communication with relevant health and social care professionals and ensured that the care, support and treatment of people using the service has been coordinated properly and safely..

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
We talked to one person about the care provided by the home. They told us the staff team were always kind and helpful. They said they felt safe

We also saw care staff talking to people and assisting them in a calm and caring manner.

Relatives and friends who wrote to us told us about the manner of the staff team -
"The staff are invariably kind and attentive"
"I feel reassured that my mother's care is being well managed and that the care team are being pro-active in putting my mother's needs first."
"I have never in my time of visiting my mother seen a member of staff show any sign other than that of sheer dedication to all residents and their needs. They always have a smile and show nothing but the will to help all."

Other evidence
Before we visited the home the provider gave us information about how they comply with this outcome area. They told us the training for the staff has included

Safeguarding Vulnerable Adults, Mental capacity Act, and the Deprivation of Liberty. The home has a whistle blowing policy and staff have received training and guidance on the home's complaints procedure.

The provider gave us examples and evidence of involvement with relevant professionals for people who may be at risk of abuse. They also explained how they aim to learn from incidents and experiences by discussion and training, or by taking disciplinary action where necessary.

We talked to three members of staff about the way people are protected from harm or abuse in the home. We were given assurance that they had received training on safeguarding vulnerable people. They were confident that they could talk to the providers or a senior member of staff if they had any concerns about the safety of any person, or if they were concerned that any person living in the home may have been upset or abused in any way.

We looked at the way the home held cash and savings on behalf of two people living in the home. The records showed that the money had been handled satisfactorily.

Our judgement

The people who live at The Koppers have been protected from the risk of abuse and their human rights have been protected

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
<p>What people who use the service experienced and told us We did not talk to people about this outcome area.</p> <p>Other evidence During our visit to the home a member of staff who has been employed to do the cleaning was working in the home. All rooms were clean, tidy and free from unpleasant odours.</p> <p>The home told us about the procedures they have in place to minimise the risk of infection -</p> <ul style="list-style-type: none">• Infection control policy that has been reviewed at least annually.• Clinical waste, sharps policy and procedure.• Induction and ongoing training on infection control. Six members of staff have attended Health and Safety/ Infection Control training provided by East Devon Council. Also, in house training to all staff. Hand washing has been covered as a separate subject. Information and training has also been provided from other health professionals.• Close supervision and monitoring of staff.• Protective clothing, hand gel and other equipment stored at various points throughout the home.• Machine for disposal of continence products.

- Care plans have been reviewed whenever people have been assessed as at risk of infection.

We talked to the cook about kitchen and food storage areas. We saw records that provided evidence of routine cleaning tasks that had been carried out regularly. The home had followed national guidance on food hygiene and safety and all checks and safeguards had been followed as required..

Our judgement

Staff at The Koppers have received training and instructions to ensure they follow safe procedures that protect people from the risk of infection or illness.

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
We observed the midday medicines being administered. The home used a monitored dosage system of administration supplied by a well known pharmacy chain. Medicines for daily use were stored in a secure medicine trolley that was stored in a locked cupboard when not in use. Excess stocks, and any controlled drugs were stored securely in the drugs cupboard.

We saw the member of staff checking each record carefully before removing each tablet from the blister packs. The medicines were taken to the person and the member of staff explained to the person that they were giving them their medicines. She waited while each person swallowed the medicine then returned to sign the records. The member of staff was attentive, patient and careful. She also sought advice from the provider where necessary.

We asked a person who lived in the home about how their medicines were administered and they confirmed they were confident that they always received the correct medications at the correct time.

Other evidence

We looked at the records of medicines received into the home, administered, and those returned to the pharmacy or handed to other providers when the person left the home. We were satisfied that all records had been completed satisfactorily. There were good systems in place to account for medicines that were not supplied in the monitored dosage system - for example, liquid medicines, or creams and lotions.

The controlled drugs book had been completed satisfactorily. We discussed good recording practices when a person who uses controlled drugs moves to another service.

We saw evidence of creams administered by staff. These had been well recorded. While the information given to care staff about how to administer each cream was sufficient, there was a lack of detailed information about how, where and when the creams should be applied and how the skin condition should be monitored.

Before our visit to the home the providers gave us a wide range of information and evidence to show how they complied with this outcome area. This included policies and procedures on the safe administration of medicines, and close liaison with GP's and the pharmacy to make sure prescriptions are correct and medicines are reviewed regularly. Their policies and procedures have been reviewed annually.

Only care staff who have received training on the safe administration of medicines have been allowed to administer medicines. These staff have been through a period of shadowing experienced staff, and then they have been assessed by a manager to ensure they are competent before they have been allowed to administer medication without supervision.

Our judgement

Medications at The Koppers have been safely stored and administered by staff who have been well trained and are competent.

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
We saw people moving around the home during our visit. We saw them moving around safely and easily. Some people also sat outside for a while and we saw they were able to access to the garden easily through the conservatory.

We met one person who had decided to stay in bed during the morning. They said they were very happy with their room and found it comfortable.

Other evidence
We carried out a tour of the home, looking in all bedrooms, toilets, bathrooms, kitchen, lounges and dining room. There is a large lounge/dining room, a smaller lounge, and a large, bright and comfortable conservatory. Although it was winter the garden was neat and tidy and attractive. There was plenty of car parking space for staff and visitors.

Since the last inspection of the home a number of improvements have been made. Several large bedrooms that were previously shared by two people have been divided to create two single rooms. The new bedrooms appeared bright, attractively furnished and decorated, and homely in appearance. Several bedrooms have been altered to provide en suite toilets, and some also had level access showers. The providers told us they aim to continue to reduce the number of shared rooms where

possible in the future.

At the time of this inspection builders were in the process of altering a large double ground floor bedroom to create two single rooms. Access to this area was prevented while building works were taking place for safety reasons.

Between the ground floor and first floors there was a stair lift. We saw people being assisted by care staff to use the stair lift. The possibility of people falling down the stairs has been considered and a rope with a curtain had been placed across the bottom step to prevent people who want to walk around the home from the risk of falling on the stairs. We talked to the provider about the effectiveness and suitability of the rope barrier. The provider had carried out a risk assessment on the stairs and considered possible alternative methods but has been unable to find a more suitable alternative but said they continue to review the safety of the stairs regularly. During our visit the staff were attentive to people using the stairs or walking in the area.

Our judgement

The providers have an ongoing programme of maintenance and improvements to ensure that The Koppers is a safe and comfortable place for people to live.

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
The home had a range of equipment to help people move around safely. We saw one person with poor mobility who decided to move from their chair by kneeling on the floor. Despite patient encouragement and guidance the staff team realised the person could not get themselves back into their chair so they used a hoist that was able to lift the person safely from the floor.

We also saw people using the stair lift with assistance from staff.

Other evidence
Other equipment seen in the home included fixed bath hoists, hand rails, and wheel chairs.

The care plans included risk assessments on each person's ability to move around safely. We also saw risk assessments on tissue viability and where people had been assessed as being at risk of pressure sores the home had a range of pressure relieving mattresses and cushions to suit each person's individual needs.

Our judgement

People have been assessed to ensure they have the specialist equipment they need so that they can lead their daily lives with the minimum risk to their health or safety.

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
We did not talk to people about this outcome area

Other evidence
We looked at the recruitment records for four members of staff. We found the home had followed good recruitment procedures and had obtained references and checks on each person before they began working to ensure they were suitable for the job. We saw evidence to show that staff who had been recruited from overseas had the relevant documents to show they were allowed to work in this country.

We also saw evidence to show that new staff had received induction training that met with nationally recognised standards.

Information the providers gave us about this outcome area before our visit included -
"We ensure that all new staff undergo 2-3 weeks shadowing period with a mentor also senior staff to supervise them during their induction and trial period. This gives us the opportunity to assess their ability to perform according to their job descriptions. ...All checks are carried out and records are kept in their individual folders. These include ISA First, CRB, 2 references, ID checks, copies of their passport and where needed copies of the VISA or work permit that demonstrates

that they are legally entitled to work in the United Kingdom. All staff are given copies of codes of practice during their induction such as the general social care council codes of practice and they are supported by management to adhere to these. All employees are given contracts with terms and conditions.“

We talked to three members of staff during our visit. We were assured that they had received good induction training and support at the start of their employment.

Our judgement

People can be confident that the home has taken care when recruiting new staff to ensure they are entirely suitable for the job and have the skills and knowledge to carry out their jobs effectively.

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
During our visit we saw people being supported by staff. We were satisfied the staffing levels were sufficient to meet people's needs.

One person we talked to told us "There are just the right number of staff here."

Other evidence
We looked at the training records for staff and found that a good level of training had been provided including -

- First aid
- Mental Capacity Act and deprivation of Liberty
- Food hygiene
- Dementia parts 1 and 2
- Common eye problems
- Fire protection
- Safer moving and handling
- Speech and swallowing difficulties

- Sensory deprivation

Several of the staff had nursing qualifications and experience gained in another country. Many of the staff also held, or were in the process of obtaining, nationally recognised qualifications known as NVQs to either level 2 or 3.

Before our visit to the home the providers told us -

"Each individual member of staff has a training folder which shows their professional development. We also maintain a training matrix which highlights when training is due or what areas need to be expanded. So, when recruiting new staff we ask for copies of any certificates proving qualifications they hold and also ensure they understand that training is part of their job to improve their abilities, which in turn increases the standard of our service. If they are working towards relevant qualifications then they are only given tasks to the level of competence they are at and are monitored more closely by other senior staff. All staff undergo induction training in line with Skills for Care and once completed are signed off. This is documented in their individual training folder. All our staff receive mandatory training and this is recorded in their training folder where ever possible a copy of any certificate gained is kept.

"We also have a folder where we document all training provided to the staff over the year. During induction all staff are made aware of policies and procedures specific to our home and read and sign the residents' care plans once they understand them. This underpins the knowledge of each resident and gives them a procedure to follow and guidance on the individual's care needs as we ensure all our care plans are based on person centred care."

Our judgement

People living at The Koppers are supported by staff who have been well trained and have the skills and experience to meet their needs.

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
We did not talk to people about this outcome area.

Other evidence
We talked to three members of staff during our visit. We asked them about the support they received and the communication within the home. They told us they received regular one-to-one supervision. They also told us the registered manager (who is also one of the providers) has been present in the home most days and they always found her easy to contact when she was not there. We were told that she regularly worked alongside the staff team and was constantly monitoring the care provided and offering support and guidance to the staff team. We also heard that if the manager is not on duty then the deputy manager was also very supportive and approachable.

The staff we talked to expressed complete satisfaction in their jobs and the working atmosphere within the home. The staff expressed pride in the home and the care provided. We saw evidence of good daily handover sessions.

Before our visit to the home the providers told us -
"We provide all staff with regular supervisions to support them to be clear about their responsibilities and comply with the job description they are given. All staff are made

aware of the home's staff structure and copies of job description. Home policies and procedures are available(at the reception) for all to read."

We saw evidence of staff supervisions in the staff files we looked at during our visit. We also saw evidence of regular staff meetings.

Our judgement

There were good procedures in place to make sure all staff have received the supervision and support they need to carry out their jobs effectively and safely.

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
We did not talk to people about this outcome area.

Other evidence
During our visit we talked to the manager about the various ways they have checked the quality of the service and accommodation at The Koppers. The manager told us she regularly works alongside the care staff and therefore monitors the care on a daily basis.

She also showed us questionnaires that had recently been sent out to people who live in the home and their relatives and friends. These had been collated and although all responses were positive, they were able to see some areas where there was possible room for further improvement. They have decided to send out further surveys to people with questions specifically focussed on these areas, and they hope to obtain a better insight into people's views on the service that will help them understand what actions they may need to take.

The providers had a range of other systems in place to monitor the service, including staff meetings, complaints and compliments records, care plan reviews, and regular checks on the premises.

Our judgement

The providers have actively sought people's views and opinions in order that they can monitor and improve the quality of the service. They also have a range of checks in place to ensure good standards are maintained throughout the home.

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
We talked to one person living in the home, and also one relative who spoke to us on the telephone. We were assured that people (or their relatives or representatives on their behalf) could raise any complaints or concerns about the services provided, and that the providers would listen and take the matter seriously, and would investigate and take whatever actions necessary.

The person we talked to said he would not hesitate to talk to the providers or to one of the staff if he had any complaints.

Other evidence
In the last year the Commission has been made aware of one complaint made by a relative. The providers kept us fully informed of the investigations they carried out. No evidence was found to support the complaint. However, we were satisfied that the providers took the matter seriously and consulted fully with relevant health and social care professionals, sought advice and guidance, and were open and transparent in their investigations and findings.

Before this compliance review took place the providers gave us the following

information -

"At The Koppers, we adopt an open and friendly approach. We create a positive open door policy. We encourage our residents, relatives, staff and visitors to feel free to talk to us, to express their views about the care we provide and to raise any concerns they may have. We do this by holding regular meetings in very small groups at a time or often one to one, with staff, residents and relatives. There is a compliments/complaints book at the reception also, in order to enable residents and relatives to make complaints in a more discreet and private manner, we have provided a secured post box for complaints behind the front door. The registered manager and the deputy have made themselves as available as possible to meet with relative/visitors during their visits to The Koppers to address any queries or concerns. Staff have received training on mental capacity act and deprivation of liberty safeguards on 27/11/09.

"There is a clearly worded complaints procedure displayed in the entrance hallway for all to see. We endeavour to address/resolve their concerns and worries as swiftly as possible. "

Our judgement

People who live at The Koppers can be confident that any concerns or complaints that they have will be listened to, taken seriously, and actions will be taken to try to resolve the matter to everyone's satisfaction.

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
We did not talk to people about this outcome area.

Other evidence
During our visit to the home we looked at various records the home is required to maintain including the following -

- Staff recruitment, supervision and training
- Assessments and care plans
- Daily reports
- Medications
- Equipment
- Menus
- Risk assessments
- Accident reports
- Fire log book
- Quality assurance

- Complaints
- Money held by the home on behalf of people living there.

All records were stored securely. The records were well maintained and up to date.

Our judgement

Confidential information held about people using the service has been stored securely and kept up to date, relevant and accurate.

Action we have asked the provider to take

Improvement actions

No improvement actions have been identified.

Compliance actions

No compliance actions have been identified

Enforcement action we are taking

No enforcement actions have been identified

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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