Mrs C E Paul  
Canwick House Care Home

<table>
<thead>
<tr>
<th>Region:</th>
<th>East Midlands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location address:</td>
<td>Hall Drive</td>
</tr>
<tr>
<td></td>
<td>Canwick</td>
</tr>
<tr>
<td></td>
<td>Lincoln</td>
</tr>
<tr>
<td></td>
<td>Lincolnshire</td>
</tr>
<tr>
<td></td>
<td>LN4 2RG</td>
</tr>
<tr>
<td>Type of service:</td>
<td>Care home service without nursing</td>
</tr>
<tr>
<td>Date of Publication:</td>
<td>June 2012</td>
</tr>
<tr>
<td>Overview of the service:</td>
<td>Canwick House Care Home offers accommodation for up to 22 older men and women. It is situated in the village of Canwick close to the centre of Lincoln. It is registered to care for people who require accommodation for persons who require personal care.</td>
</tr>
</tbody>
</table>
Our current overall judgement

Canwick House Care Home was meeting all the essential standards of quality and safety inspected.

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 and carried out a visit on 16 May 2012.

What people told us

People told us that they liked living at the home.

They told us that they had their hair done by the hairdresser when she visited the home each week.

They said that the staff were "pretty good" and that they could usually get help when they needed it.

A relative said that it was clean and homely. The person said that her relative wouldn't want to go home now because she enjoyed the company and activities. She told us that her relative took part in music and movement and that they had parties for people’s birthdays.

People said that the food was good and were given a choice of dish at mealtimes.

What we found about the standards we reviewed and how well Canwick House Care Home was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People's privacy, dignity and independence were respected. The provider was meeting this standard.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights
People experienced care, treatment and support that met their needs and protected their rights. The provider was meeting this standard.

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

People who use the service were protected from the risk of abuse because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening. The provider was meeting this standard.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines. The provider was meeting this standard.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. The provider was meeting this 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 provider had an effective system in place to identify, assess and manage risks to the health, safety and welfare of people using the service. The provider was meeting this 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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
One person said, "all the staff are good to me."

People told us they got a choice about what time they got up in the morning and went to bed at night. One person said that staff brought her a cup of tea in bed in the morning.

A relative said staff were very supportive. She told us they monitored the person every hour during the night to prevent them from wandering and falling. They said they were confident that if they had any concerns they would discuss these with the staff.

We observed staff asking a person discreetly if they wanted to go to the toilet and supporting them to move out of the lounge area.

We observed lunchtime and saw people had different meals according to their preferences. We saw people being supported by staff to eat their lunch. We noticed that the music and TV were turned off for lunchtime and that staff were talking to people.

Other evidence
People who used the service were given appropriate information and support regarding their care.
As we walked around the home we saw each room had a notice with people's name on and pictures of their hobbies and likes and dislikes.

We were shown a room which a person who came for respite care once a month was using. We were told this room was kept for him so he felt at home when he came.

We saw a notice which said the times for Holy Communion at the home and people told us they took part in this.

We looked at minutes of resident's meetings. The last meeting was 12 January 2012. At the meeting some people had said they didn't like pasta, it was agreed when pasta was on the menu there would always be a different dish offered.

We saw a board in the dining room with the menu for the day on it. We were told that staff ask people what they want from the menu each day. We saw forms in the kitchen with people's choices on. We saw records of people's preferences and allergies which were kept in the kitchen to inform the catering staff.

We saw information booklets were available for visitors in the hall area. These included statement of purpose, policies, activities and information about the resident's surveys. We also saw notices in each room explaining how to complain.

**Our judgement**
People's privacy, dignity and independence were respected. The provider was meeting this 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
We saw that mealtimes were calm. We saw people had different meals according to their preferences' and observed people being supported by staff to have their lunch.

We observed staff talking to people in an appropriate manner for example asking if they wanted a drink or wanted a second helping. We also observed staff feeding people at their own pace.

A relative told us the person had said they wouldn't want to go home now and they were looking to stay permanently. They said that people enjoy the activities that the home provided.

Other evidence
Care was planned and delivered in a way that ensured people’s safety and welfare.

Staff told us they sat with people when they updated care plans. We saw evidence of care plans being signed by people and people told us they talked to staff about their care plans.

Staff also told us checks are carried out on a weekly basis to ensure that care plans are updated. We looked at four care plans and saw they had been updated on a monthly basis. The care plans were person centred and had information about people’s life history and personal preferences in.
We saw in the care plans that capacity assessments were taking place but the paperwork for best interest assessments and assessments of people's capacity to make decisions had not been completed.

We saw that the home had a key worker system. The staff told us the key workers were responsible for reviewing care plans and making sure that people's individual needs are met.

We asked staff about moving and handling and they were able to tell us about the equipment they used and how they used it. We observed staff transferring a lady from a wheelchair to a chair. We saw this was done at the person's own pace and in a safe way.

We were told the home operated protected mealtimes which meant that people and staff were not disturbed by visitors to the home. The manager told us that if people wanted to eat with their visitors they would set a table in a separate area for them.

Our judgement
People experienced care, treatment and support that met their needs and protected their rights. The provider was meeting this 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

<table>
<thead>
<tr>
<th>Our judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The provider is compliant with Outcome 07: Safeguarding people who use services from abuse</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Our findings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What people who use the service experienced and told us</strong></td>
</tr>
<tr>
<td>We did not ask people about this standard but looked at records and used our observations to inform our decision.</td>
</tr>
<tr>
<td><strong>Other evidence</strong></td>
</tr>
<tr>
<td>People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.</td>
</tr>
<tr>
<td>We spoke to staff and they were able to tell us about safeguarding and what they would do if they saw a safeguarding issue. We saw that the home had posters displayed telling staff about safeguarding.</td>
</tr>
<tr>
<td>We saw that the home had safeguarding policies in place.</td>
</tr>
<tr>
<td>We saw evidence of staff completing safeguarding training.</td>
</tr>
<tr>
<td><strong>Our judgement</strong></td>
</tr>
<tr>
<td>People who use the service were protected from the risk of abuse because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening. The provider was meeting this standard.</td>
</tr>
</tbody>
</table>
Outcome 09: 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 09: Management of medicines

Our findings

What people who use the service experienced and told us
We didn't ask people about their medicines, but completed our review by observing practice and looking at records.

Other evidence
Medicines were handled appropriately.

We observed the medication round and saw that protective clothing was worn by staff. We saw staff used plastic cups to put the medication in before giving it to people. When the member of staff gave people their medication they called people by their name and told them what the medication was they were having. We saw the member of staff lock the medicine cupboard when they left it to give people medicine.

We looked at the medication sheets and saw that they were signed appropriately. We saw that the medication sheets had photographs on so that people could be easily identified.

We asked the manager about people who come to stay on respite and how their medication was managed. We were told that people bring their own medication in with them and this is checked with the GP.

Our judgement
People were protected against the risks associated with medicines because the
provider had appropriate arrangements in place to manage medicines. The provider was meeting this 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

<table>
<thead>
<tr>
<th>Our judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The provider is compliant with Outcome 14: Supporting staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Our findings</th>
</tr>
</thead>
</table>
| **What people who use the service experienced and told us**
People told us that the staff are good to them and helped them get what they wanted.

**Other evidence**
There were enough qualified, skilled and experienced staff to meet people's needs.

We spoke to staff who told us that they had an induction when they started at the home and were supervised for a week. They told us the induction included moving and handling, fire and health and safety.

Staff told us that they have had access to other training including basic food hygiene, safeguarding, and hygiene.

We asked staff if they felt confident to meet the needs of people with dementia. They told us that they had received training on dementia and said they felt confident to look after people with dementia.

We looked at training records and saw that staff had received training on dementia, equality and diversity, safeguarding, moving and handling, Mental Capacity Act (2005), confidentiality, and nutrition training. We saw that staff had also accessed external training such as City and Guilds courses.

Staff confirmed they had received regular supervision from a senior person and told us they felt supported by the management team. They also said they had regular appraisals. We looked at the schedule for appraisals.
Staff told us they thought there was enough staff on duty to meet the needs of people.

Our judgement
People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. The provider was meeting this 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

<table>
<thead>
<tr>
<th>Our judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Our findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>What people who use the service experienced and told us</td>
</tr>
</tbody>
</table>
People who used this service, their representatives and staff were asked for their views about their care and treatment and they were acted on.

We were shown copies of thank you cards and compliments from relatives of people. In one of the cards a person had written ‘thank you for looking after her so well.’

We were shown the results of relative's surveys which had been carried out by the home. The last one was carried out in March 2012. We saw feedback from these displayed on the notice board. People said they were made very welcome and appreciated the offer of coffee.

Other evidence |
We saw that the home was clean and well maintained.

We saw records of quality audits which commenced in January 2012 and are carried out on a monthly basis by the manager. We saw that actions had been taken and issues addressed from the audits.

Staff told us they have regular staff meetings where they get the chance to discuss issues about the home and how things work. We saw minutes of the meeting displayed on the notice boards.

We were shown the incident reporting process and the complaints policy. We saw
evidence of complaints being resolved. A relative had expressed concern about the
management of a person's purse and the home had agreed a process to resolve this.

The cook showed us records of regular monitoring of food and fridge temperatures.

We looked at the minutes of resident's meetings and saw people who lived in the home
had contributed ideas and suggestions which had been taken forward by the manager.

**Our judgement**
The provider had an effective system in place to identify, assess and manage risks to
the health, safety and welfare of people using the service. The provider was meeting
this 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

**Compliance actions:** These are actions a provider must take so that they achieve compliance with the essential standards. 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

<table>
<thead>
<tr>
<th>Document purpose</th>
<th>Review of compliance report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>Care Quality Commission</td>
</tr>
<tr>
<td>Audience</td>
<td>The general public</td>
</tr>
<tr>
<td>Further copies from</td>
<td>03000 616161 / <a href="http://www.cqc.org.uk">www.cqc.org.uk</a></td>
</tr>
<tr>
<td>Copyright</td>
<td>Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.</td>
</tr>
</tbody>
</table>

Care Quality Commission

<table>
<thead>
<tr>
<th>Website</th>
<th><a href="http://www.cqc.org.uk">www.cqc.org.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>03000 616161</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></td>
</tr>
<tr>
<td>Postal address</td>
<td>Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA</td>
</tr>
</tbody>
</table>