

Review of compliance

Mrs Margaret Blair Springfield House	
Region:	North West
Location address:	Moor Row Wigton Cumbria CA7 0DL
Type of service:	Care home service without nursing
Date of Publication:	August 2011
Overview of the service:	<p>Springfield House is located in a rural area between Wigton and Silloth. The property is the family home of the provider but has been extended and adapted to provide accomodation for up to three people with a learning disability.</p> <p>Each person has their own single room and they share a bathroom. There is a lounge for the use of residents.</p>

	<p>The home is set in it's own grounds and there is ready access to transport so that people can go out on a regular basis.</p>
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Springfield House 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 28 June 2011, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

We met two of the people who live in the home and both of them made it very clear that Springfield House was their home and that they were happy and settled there.

What we found about the standards we reviewed and how well Springfield House 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 in this service were fully involved in the day to day life of the home and were treated respectfully during our visit.

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

The people we met during the site visit were well cared for, relaxed and happy

Outcome 05: Food and drink should meet people's individual dietary needs

A good range of meals and snacks were provided in the home and people with nutritional needs were encouraged to eat as well as possible.

Outcome 06: People should get safe and coordinated care when they move between different services

The provider makes sure that people in this service benefit from the support of other health and social care professionals so that they can be as well and happy as possible.

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

People who live in this service are protected from harm and abuse as there are suitable systems in place to make sure they are kept safe.

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

People who live in this service have a clean, bright and fresh home and are protected as much as possible from any infection.

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

People in this home are helped to take medicines that will make them as well as possible.

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

Springfield house provided a suitable home for the three people who live there and the environment was clean, comfortable and relaxed.

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

This house currently has suitable equipment to meet the needs of the residents and this equipment is regularly maintained to make sure that people are safe.

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

The three people who live in this home received good care and attention from the small staff team.

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

The people who live at Springfield house are supported by a small but suitably trained staff team who work very closely together to deliver good standards of care to the residents.

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 quality of care in this service is measured informally and residents consulted on a regular basis.

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

People in this service are suitably supported if they wish to complain and we received no complaints during this review.

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

Clear and simple records are kept in this service so that the way care and services are delivered can be monitored.

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

The people we met during our visit were asked their preferences throughout the day and were involved with making decisions about meals and activities.

Other evidence

We learnt from staff that people are consulted about their own lives and about the choices they make as a group.

We saw a lot of respectful and affectionate interactions between the staff team and the people living in the service.

The files showed that people are consulted and their wishes respected. Where people lack capacity this is confirmed by visiting professionals so that the best interest of the person is at the heart of everything that happens to them.

Our judgement

People in this service were fully involved in the day to day life of the home and were treated respectfully during our visit.

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

Both of the people we met on the day confirmed that they were happy living at Springfield House. One person told us very firmly that "this is my house and I like it here."

Other evidence

We spoke to professionals who were involved with the health and personal care of people in this service. They confirmed that they were satisfied with the way people were cared for.

On the day of our visit one person was out at a day centre and the others were relaxing and spending time in their own rooms or in shared areas.

Both of these people looked to be well cared for and were content and satisfied with the way the staff looked after them.

We checked on the way their care was planned by reading their files. These files show that there is now a much better understanding of how care needs to be planned and co-ordinated.

Daily notes showed that the staff ask for help from other professionals on a regular basis and that the health care needs of people were being suitably met.

People were able to discuss the activities they were involved with and we saw evidence

to show that they went out several times a week to activities and events. We saw that there were arrangements in place so that people could go out in groups or individually.

Our judgement

The people we met during the site visit were well cared for, relaxed and happy

Outcome 05: 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 05: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

The people we met on the day were happy with the food provided and said they could have whatever they wanted.

Other evidence

During our site visit we found evidence to show that people who live in this service are provided with a wide range of foods. We checked on the food available and found that meals were made with fresh -- and often local -- ingredients.

The people we met on the day were able to ask for food that they preferred and were also helped to make suitable choices in terms of good nutrition. We were told by staff that they tried to encourage people to have a healthy diet.

We found evidence through observation and reading notes that showed that where people were in danger of losing weight due to health problems the provider had taken advice from other professionals. The notes showed that the GP had been called, a dietician had visited and the advice of the speech and language therapist taken.

We judged that the staff in the service were able to help people to eat well but we asked that they write nutritional plans in a little more detail.

Our judgement

A good range of meals and snacks were provided in the home and people with nutritional needs were encouraged to eat as well as possible.

Outcome 06: 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 06: Cooperating with other providers

Our findings

What people who use the service experienced and told us

We did not ask people living in the service about this. We did however learn from them that they saw other visiting professionals on a regular basis.

Other evidence

We learned during our visit that a number of different professionals come to the home to support the health and personal care of the three people who live there. These include specialist professionals who understand the needs of people with learning disabilities and health professionals who visits to make sure people stay as well as possible.

We noted in the files that this service now keeps a detailed record of each person's health care needs and this form would go with this person if they needed admission to hospital. We judged that this was a very good idea so that other professionals would understand the complex needs of these people.

We had contact with some of these visiting professionals who confirmed that the staff in the home contact them when necessary and take on board any advice given.

Our judgement

The provider makes sure that people in this service benefit from the support of other health and social care professionals so that they can be as well and happy as possible.

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

We did not discuss this with the people who live in this service but we could tell from the way they interacted with staff and members of the family that they felt safe and secure in the home.

Other evidence

There had been no safeguarding referrals received by social services and we had received no information of concern. The provider told us that there had been nothing of concern since our last visit.

Each person in the home has an easy read booklet that explains how they should report any concerns. We considered that some of the people in the home would find this quite difficult but we could see from the records that all three people are regularly visited by social workers, district nurses and other professionals. The local learning disability team manager confirmed that each person was supported by professionals who would monitor any concerns or changes.

During the site visit we spoke to the provider and the member of staff and they were able to explain how they would deal with any allegations of abuse or any concerns about the welfare of people living in the services. We also saw that all three members of the staff team have had recent updates to their safeguarding training.

Our judgement

People who live in this service are protected from harm and abuse as there are suitable

systems in place to make sure they are kept safe.

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

One person we met during the site visit was able to express their satisfaction with the levels of cleanliness in the home.

Other evidence

When we visited the home we arrived around nine o'clock in the morning. The home was clean and fresh with no unpleasant odours. All areas of the building we visited were clean and tidy.

We noted that there were suitable arrangements in place to prevent cross infection and we were told that although one person had recently had a stomach upset the other two residents had not suffered this due to the arrangements put in place to prevent cross infection.

We discussed formalising some of the systems in place with the provider so that she would continue to comply with the details of this outcome. She agreed to complete some simple risk assessment and plans that would meet the needs of this small home.

We noted in staff training records that all three members of staff had completed recent updates to training in the management of infection and in maintaining good levels of cleanliness.

Our judgement

People who live in this service have a clean, bright and fresh home and are protected as much as possible from any infection.

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 did not ask people about the management of their medicines but we saw people taking medicines willingly from the staff.

Other evidence

All three people who live in the service have been assessed as needing help and support with managing medicines. We saw staff administering medicines from blister packs made up by the local chemist.

Generally only one person deals with medicines in this service and we checked the administration system and found that people were given their medicines regularly and appropriately.

Medicines are stored in a locked cabinet inside a walk-in cupboard. There were no controlled drugs on the premises. We judged that the storage of medicines was suitable for the size of the home.

We had evidence during the site visit that the advice of a local doctor or the specialist consultant for people with learning disability was sought in relation to people's medicines. No one in the home was given strong sedative drugs. One person was having a particular drug reduced slowly after being advised to do this by the consultant. The staff team were monitoring this change.

Our judgement

People in this home are helped to take medicines that will make them as well as possible.

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 were told by the two people we met during the site visit that they were happy in their house. We saw that they were relaxed in their own environment and were free to spend as much time in their own rooms as they wanted.

Other evidence

We looked at the three bedrooms for residents. These were suitably furnished and decorated and reflected the age and interests of the people who live in them.

Residents have their own lounge but during our visit people preferred to sit in the living room which is used by the family. We could see that using this base made people feel more involved in what was happening in the house.

Meals are taken in the large kitchen diner and people were happy to spend time in there. We observed one person using this kitchen space in a very relaxed way -- doing a little washing up and other chores.

The provider has recently installed a new central heating system and all the bedrooms have been decorated. The shared bathroom had been completely refurbished and the provider told us that she was planning to replace a number of windows in the home.

Our judgement

Springfield house provided a suitable home for the three people who live there and the environment was clean, comfortable and relaxed.

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

We did not ask people in the home about equipment.

Other evidence

The three people who live in the home currently do not need to use specialist equipment. There is a fixed bath seat and we had evidence to show that this is regularly maintained.

We asked the provider about accessing equipment if necessary. She said that in the past the district nursing team had been able to provide them with equipment and that the local GP would help them to access occupational therapy assessment and equipment.

This small home does not currently have a call bell system and we judged that due to the size of the home and the fact that a member of the staff team sleeps downstairs every night this is not currently necessary. However we talked to the provider about looking into a simple system in case this was ever needed in the future.

Our judgement

This house currently has suitable equipment to meet the needs of the residents and this equipment is regularly maintained to make sure that people are safe.

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

The two people in the service interacted well with the provider and the member of staff on duty and were very relaxed in their company.

Other evidence

Springfield house is a family home and the provider, Mrs Blair and her daughter in law provide most of the care. There is a third person who can be called on at any time when either of the two main carers are not available. This happens only very rarely because the two people who make up the staff team live in the house with the people they care for.

One or the other of these two people sleep downstairs every night to make sure that residents have attention if they are awake. They are both available during the day and usually the residents go out on trips together with both of the people who care for them. There are times when one staff member will take a resident out while the other one stays in the house.

Our judgement

The three people who live in this home received good care and attention from the small staff team.

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

We did not discuss this with people who live in the service.

Other evidence

The provider and the two members of staff who make up the staff team had recently updated all their basic training. This included training in safeguarding, first aid, moving and handling, medication awareness, infection control and understanding of the mental capacity act.

The provider's daughter in law has also updated her understanding of care planning and what is called person centred care. The result of this is that the staff team now provide even more individualised care to each person. This is backed up by a much improved way of planning and recording how people are cared for.

The size of the home means that people work together very closely and support each other on a daily basis. We judged that this very small staff team do work together very closely and find support in each other.

The provider is keen to support her daughter in law in undertaking further training and qualifications. Plans are already in place for her to register for a further National Vocational Qualification in care at level IV.

Our judgement

The people who live at Springfield house are supported by a small but suitably trained staff team who work very closely together to deliver good standards of care to the

residents.

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 ask the two people we met on the site visit about how quality is measured in the home. We did however judge that the two people we met were quite satisfied with the quality of their lives.

Other evidence

This is a very small care home with only three people living there and 2 to 3 carers. The need to measure the quality of care in such a small setting is less than in larger establishments with changing members of staff teams.

In the past the provider has used questionnaires for residents, families and other professionals to seek out the opinion of other people on the quality of care. She has not repeated this exercise recently but relies on informal feedback. We saw some evidence of this during our visit in the form of letters and reviews of care.

We saw that people are given options and asked their opinions on a day-to-day basis. We also had evidence to show that social workers reviewed the care of individuals.

Our judgement

The quality of care in this service is measured informally and residents consulted on a regular basis.

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

None of the residents we met on the day had any complaints.

Other evidence

We had received no complaints about the service and when we asked other agencies they too had received no complaints.

The people we met on the day had no complaints and there was information available for them about making complaints. Again as with safeguarding any complaints about the service from them would need to be supported by a visiting professional. We had no information that would indicate anyone was unhappy with the care and services provided.

Our judgement

People in this service are suitably supported if they wish to complain and we received no complaints during this review.

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 specifically ask residents about their records but one person gave us their file and could point out the parts of it that showed weekly activities.

Other evidence

We looked at records relating to peoples' health and personal care and we found that these individual files were detailed and up to date. We looked at other records kept by the provider and these were similar to those kept by any other domestic household. Any records we asked for were readily available and were suitable given the size of the service.

Our judgement

Clear and simple records are kept in this service so that the way care and services are delivered can be monitored.

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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