

# Review of compliance

## Mr Mark Edward Taylor & Mrs Kirsty Taylor Birchfield Residential Care Home

<b>Region:</b>	North West
<b>Location address:</b>	9a-11 Gorse Road Blackburn Lancashire BB2 6LY
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	November 2011
<b>Overview of the service:</b>	Birchfield is a care home providing 24 hour personal care and accommodation for 24 older people. It is a detached property within its own grounds with ample parking space. Small local shops, church and other facilities are within reasonable walking distance. There are 24 single bedrooms, on ground and first floor level, seven of which are en-suited. There are two lounges, two dining rooms and a number of quiet areas with

	seating.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

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

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

### Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 1 November 2011, checked the provider's records, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

People who used the service said they were treated with privacy to help them retain their dignity. People who used the service were able to be involved in care planning to ensure they received the care they desired. The food served at the home met with peoples tastes and nutritional requirements.

People felt safe. People said they were looked after by a well trained staff team. People living at Birchfield residential home said they were happy and treated well. There were choices within the routine to enable people who used the service to feel contented with their care.

### What we found about the standards we reviewed and how well Birchfield Residential Care Home was meeting them

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

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. People who use the service feel respected and involved in the service.

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

From the information we hold and taking account of our findings, our judgement is that

Birchfield Residential Home home is compliant with this outcome. The service take proper steps to ensure people who use the service receive the care they need.

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

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. There are procedures which are designed to protect people who use the service. Staff work with other professionals to help keep people safe.

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

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. People who live at the home are supported by staff that have had their suitability, skills and experience assessed and checked.

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

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. Sufficient numbers of suitably qualified staff have been employed to meet the needs of people who used the service.

**Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care**

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. Quality assurance systems obtained the views of those concerned with the home to adapt to the changing needs of people who use the service.

**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

People who used the service said, "I have been here eight years on Friday. I came for a look around and liked it. They do not leave doors open or let anyone else in when we are undressed", "They treat me very well and privately. They ask us what we like to eat or things I want to do" and "The staff are very nice to me and they treat me with privacy and dignity". People were cared for privately to help maintain their dignity.

People who used the service said, "They look after me and take me about", " I have a nice room and you can sit where you want. You can stay in your room if you like. They ask us what we like to eat or things I want to do" and "You can choose to do what you want and I can choose my own clothes or to go to my room if I wish". People were allowed choice within the routine to help retain some independence.

##### Other evidence

The registered manager said potential residents were always assessed prior to admission. Plans of care contained a comprehensive assessment conducted by management and a copy of social services assessment. People had their needs assessed prior to moving into the home. This would ensure their needs could be met.

The registered manager said, "New staff are taught about privacy, dignity and choice

when they commence employment. Privacy and dignity is also discussed at staff meetings. Supervision sessions also include privacy, dignity and choice sessions". People were treated individually to help them settle into this care home.

All care plans examined contained a form which assessed peoples mental capacity. This determined if people who used the service could make an informed decision for how their lives should be lived. At the time of this review all people residing within the home were able to make decisions which affected their lives. The forms were reviewed on a regular basis to note any changes.

Staff said, "The first training we get is very important and we must give choice. We are taught privacy and dignity issues in ways such as a visiting GP. This should be conducted in their own room. With bathing we ensure the doors are closed or inform people what we are doing" and "We always cover people up when giving personal care. We do not share information out of work that would compromise peoples privacy. I was taught these issues when I went through the induction process". Staff were aware of issues surrounding privacy and dignity.

### **Our judgement**

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. People who use the service feel respected and involved in the service.

## Outcome 04: Care and welfare of people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

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

### What we found

#### Our judgement

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

#### Our findings

##### What people who use the service experienced and told us

People who used the service said, "They talk to you about care and I am satisfied with how they help me", "My family are involved in my care. I prefer them to do it" and "I know I have a care plan, which they write in and we talk about it regularly". People who used the service were involved in their care to help staff meet their needs.

##### Other evidence

Plans of care examined during this review were comprehensive and gave staff the information they required to meet the needs of people who used the service. Plans had been reviewed with people who used the service to keep their health needs up to date.

Risk assessments for tissue viability, nutrition and falls had been completed to help meet peoples needs.

Plans of care showed evidence that people had access to professionals for up to date advice and treatment.

Staff said, "I am new to care plans but have been taught to review the plans and change things as they occur. We have a full review monthly but would change any significant occurrence promptly to ensure staff are aware of the care needed. We always discuss anything new with the resident or their family member and the changes we feel we need to make. New information is also passed on at changeover" and "I read the care plans which tells us step by step of what people need from us. They are regularly updated to keep us informed of any changes. We are also told of any changes

at staff handover".

**Our judgement**

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. The service take proper steps to ensure people who use the service receive the care they need.

## Outcome 07: Safeguarding people who use services from abuse

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

### What we found

#### Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

#### Our findings

##### What people who use the service experienced and told us

People who used the service said, "I feel very safe here", "In other houses I have lived in I have not felt as safe. I feel very safe here. I would talk to my key worker if I had any problems. The care is very good. I enjoy living here" and "I feel very safe here and I can talk to the staff if I have any concerns". People living at this service felt able to voice their concerns. This helped them feel safe at the home.

##### Other evidence

The registered manager said, "There have not been any safeguarding referrals since the last review. There is an ongoing investigation into safeguarding regarding a family member and finances. Staff know who to contact and why. We discuss safeguarding at supervisions and induction. They complete the common induction standards. In the care plans risk assessments are useful for safeguarding and we also complete deprivation of liberty training. Managers do a more intense course to help protect people".

The training showed staff have attended safeguarding training to help keep people who used the service safe.

The service used the Blackburn with Darwen safeguarding procedures to follow a local initiative. The registered manager said, "We complete our policy in line with their procedures".

Staff said, "I have completed basic safeguarding but have now enrolled on a manager

safeguarding training course. I feel I am aware of safeguarding issues and could speak to the managers for assistance if unsure. I think that with systems we have here people are safe. We have risk assessments to highlight any risk" and "I have had safeguarding training and I am aware of safeguarding issues. I would report any safeguarding issues to the management or if necessary to social services. There is a phone number in the policy for us to ring". With the help of documents such as 'No Secrets' and the whistle blowing policy staff were aware of their obligation to protect vulnerable people.

**Our judgement**

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. There are procedures which are designed to protect people who use the service. Staff work with other professionals to help keep people safe.

## 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

People who used the service said, "The staff are very nice and they help me when I need it. They look after us very well", "They are all very nice. The night staff are lovely they make me laugh" and "They look after me very well". People who used the service thought staff were suitable to work at the care home.

##### Other evidence

Two staff files examined during this review showed evidence that staff were safely recruited. This included a criminal records check, two written references, proof of identity, a medical declaration that staff are fit for work and information gathering forms such as at application and interview. The robust recruitment procedure helped management recruit staff suitable to the role they would perform.

Staff said, "I sit in on interviews and feel there is a safe recruitment system" and "They took references off me when I started work and a criminal records check. I had an interview". Staff confirmed the recruitment process was safe for people who used the service.

##### Our judgement

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. People who live at the home are supported by staff that have had their suitability, skills and experience assessed and checked.

## Outcome 13: Staffing

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

### What we found

#### Our judgement

The provider is compliant with Outcome 13: Staffing

#### Our findings

##### What people who use the service experienced and told us

People who used the service said, "There seems to be enough staff. The care is good", "There are enough staff here to look after us and they are all very nice" and "I think there are enough staff to look after everybody".

People who used the service were satisfied they were looked after by sufficient numbers of a well trained staff team.

##### Other evidence

The registered manager said, "There is usually a manager and deputy manager on duty during the day. One of the managers or a deputy is always on call. Senior staff cover weekends with management backup. Usually there is one senior care staff, three care staff, a cook and a domestic daily. A maintenance man comes in two days a week and will come in as needed. There is a person contracted to keep the garden tidy. There is a senior member of staff on duty in the evening with two care staff and then two waking staff at night. The off duty showed this was normal care staff cover for this service.

Two staff files showed evidence that training in subjects relevant to the role was ongoing. Staff had undertaken training in all the mandatory health and safety topics as well as items specific to the service.

Staff said, "You get the training you need and can bring up subjects at appraisal or supervision. There are enough staff here. We have bank staff we can call on for sickness and holiday cover" and "I completed an induction which was very in depth and

it gave me the confidence to undertake my duties and work with residents. I have completed monthly training here and have also completed external courses such as stoma training and stroke awareness. I think there are enough staff here. They bring in other staff if someone calls in sick".

There was a trained skill mix of senior and junior staff to meet the needs of people who use the service.

**Our judgement**

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. Sufficient numbers of suitably qualified staff have been employed to meet the needs of people who used the service.

## Outcome 16: Assessing and monitoring the quality of service provision

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

### What we found

#### Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

#### Our findings

##### What people who use the service experienced and told us

People who used the service said, "They have a cleaner who keeps the home clean. You can choose to do what you want. It is all right living here", "They ask us what we like to eat or things I want to do. I get visitors and the priest comes every now and then. We have communion. I have a very nice room and I can stay there if I wish. It is always clean. I am happy here" and "It is a clean and tidy home. I have a nice room and you can sit where you want. You can stay in your room if you like".

People were able to make decisions and consulted about their diverse needs to help maximise their satisfaction with this care home.

##### Other evidence

Residents meetings records were retained in plans of care. Details of the meetings were good and tended to be quarter yearly.

The registered manager said, "We hold the Blackburn with Darwen enhanced quality assurance status. We are completing the gold standard framework for end of life care to meet current standards and legislation. We have three monthly senior staff, three monthly staff (all) and three monthly residents meetings. We invite relatives. We have a health and safety committee which safeguards the people at the service because we want to ensure the environment is safe".

There was a complaints procedure on the residents board and this was discussed during residents meetings. This is available in different formats to enable people with

disabilities to have access to it.

The registered manager said, "We have an open door policy for people who use the service and relatives. We have completed survey forms to gain information upon how to provide a better service. We send out forms for four staff, relatives and residents every two months. We include professionals in the survey forms. We review the forms, look at what the results have shown and then react accordingly to show we listen to the views of all concerned with the home".

There was a good quality audit conducted regularly by the management at the home which helped maintain the standards for the services and facilities offered.

Staff said, "I am appraised and supervised by the managers. I am having weekly supervisions at the moment to support me in my new role of acting deputy manager. I feel very supported in my role. I listen to what people who use the service say and take action to make it a better service. We listen to what people and relatives say. We have a good staff team" and "We have a good staff team and we all get on. I like working here because I like looking after people. We are well supported and the managers are approachable. I am supervised every four weeks. I feel I get out of it what I need as well as how the managers think I have performed". Staff felt they were supported and supervised in their roles.

#### **Our judgement**

From the information we hold and taking account of our findings, our judgement is that Birchfield Residential Home home is compliant with this outcome. Quality assurance systems obtained the views of those concerned with the home to adapt to the changing needs of people who use the service.

# 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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## Care Quality Commission

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