

Review of compliance

**Bupa Care Homes (ANS) Limited
The Harefield Nursing Centre**

Region:	London
Location address:	Hill End Road Harefield Middlesex UB9 6UX
Type of service:	Care home service with nursing
Date of Publication:	November 2011
Overview of the service:	The Harefield Nursing Centre is a 40 bedded care home that provides care to older people and people living with the experience of dementia. The home is registered to provide the regulated activities accommodation for persons who require nursing or personal care, treatment of disease, disorder or injury and diagnostic and screening procedures.

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

Our current overall judgement

The Harefield Nursing Centre was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

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

Why we carried out this review

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

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 13 October 2011, checked the provider's records, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People using the service told us their privacy and dignity was respected and they were involved in making choices about their daily lives.

They said they were well cared for and one said "it's like being with family; we all know and look out for each other".

People told us they felt safe in the home and could speak to staff if they were concerned about anything. They told us they liked the staff and were satisfied with the care, treatment and support they received in the home.

What we found about the standards we reviewed and how well The Harefield Nursing Centre 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 using the service were able to make decisions about their treatment and care. They were able to give their views about the service and to contribute suggestions to influence the way in which the service was provided and delivered.

Overall we found that The Harefield Nursing Centre was meeting this essential standard.

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

People using the service received safe care, treatment and support. The home has implemented actions to improve the standard of care planning to ensure people's individual needs were identified and the care plan adequately addressed them.

Overall, we found that The Harefield Nursing Centre was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

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

People were protected from abuse or the risk of abuse and their human rights were respected and upheld.

Overall we found that The Harefield Nursing Centre 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

The home ensures that there are sufficient staff on duty to meet the needs of people who use services.

Overall we found that The Harefield Nursing Centre 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

There were formal systems in place to manage the risks and monitor the quality of the service provided to people.

Overall we found that The Harefield Nursing Centre was meeting this essential standard.

Actions we have asked the service to take

We have asked the provider to send us a report within 14 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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 using the service told us their privacy and dignity was respected and they were involved in making choices about their daily lives. We saw staff providing care to people using the service in ways which maintained their privacy, dignity and human rights. Staff knocked on people's bedroom door before entering and people were appropriately dressed.

The provider sought people's views through an annual survey. The 2010 results showed that 89% of people who responded rated staff being respectful as excellent or good, 78% rated the level of privacy as excellent or good and 78% rated the amount of choice as excellent or good.

The home has an activities coordinator and people using the service talked about the activities available if they wanted to participate. We saw people sitting with staff, listening to music, reading newspapers or watching the television.

Other evidence

Staff told us that people's needs were assessed before they were admitted to the home and they were provided with information about the service to assist them in making a decision about living there.

The manager told us that quarterly meetings were arranged for people using the service and their relatives to discuss issues in the home, ask questions, make suggestions and provide feedback. We saw the minutes of the February 2011 meeting and further records documented that the May meeting was cancelled at relatives request and no one attended the August meeting. A poster advertising the November meeting was about to be put on display at the time of the inspection.

The regional manager carries out monthly quality checks of the home and people's opinions and views of the service were taken into account as part of the process.

Our judgement

People using the service were able to make decisions about their treatment and care. They were able to give their views about the service and to contribute suggestions to influence the way in which the service was provided and delivered.

Overall we found that The Harefield Nursing Centre was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

There are minor concerns with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People told us they were well cared for and one said "it's like being with family; we all know and look out for each other". People were discretely assisted with their personal care needs and staff ensured people's individual choices were met for example people wanting to stay in their room rather than the communal sitting room and having an early pre lunch aperitif rather than tea or coffee.

Staff reacted calmly and professionally to a medical emergency that occurred during the visit. They ensured the persons safety, carried out immediate care and treatment and called for emergency assistance. Staff from the other unit came to support the remaining staff to ensure that other people's needs were met.

Other evidence

People using the service had care plans but not all of them had been reviewed to accurately reflect people's needs. We had also received information from the local authority that care plans needed to be updated to reflect the current needs of people using the service.

The home had identified the need to improve care planning through monthly documentation audits. We saw an action plan that detailed the steps put in place to address the specific issues. The results of the September 2011 audit showed improvements and the overall rating had moved to green in accordance with the traffic light rating used.

We saw daily record sheets in people's rooms which were completed at 30 minute intervals during the day. Food and fluid charts were updated after meals and drinks were given.

Our judgement

People using the service received safe care, treatment and support. The home has implemented actions to improve the standard of care planning to ensure people's individual needs were identified and the care plan adequately addressed them.

Overall, we found that The Harefield Nursing Centre was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

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 told us they felt safe in the home and could speak to staff if they were concerned about anything.

Other evidence

The home had policies and procedures available to support staff in dealing with safeguarding incidents.

Staff demonstrated their understanding of what actions they would take if they had a safeguarding concern. They confirmed they had regular supervision meetings with senior staff and could raise concerns to the manager and deputy whenever they needed to.

The deputy manager coordinates training and advised that Bupa had replaced Safeguarding of Vulnerable Adults (SOVA) training with a course called 'Person first, Dementia second' which was to be rolled out to all staff. Records showed that staff training was up to date and that safeguarding was covered in induction & as part of mandatory training thereafter.

The local authority safeguarding team confirmed they had no current concerns when contacted.

Our judgement

People were protected from abuse or the risk of abuse and their human rights were

respected and upheld.

Overall we found that The Harefield Nursing Centre was meeting this essential standard.

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 told us they liked the staff and one person said "we're like a family here".

Other evidence

We had received information that the home had reduced the numbers of staff available on each shift but there was no evidence to substantiate this.

The Manager confirmed the staffing ratio was one member of staff to four or five people during the day with additional carers being used for escort duties when needed. The staffing rotas showed these levels were maintained and bank staff were used to cover vacant shifts.

On the day of inspection there were sufficient staff on duty to meet the needs of people using the service and we noted that staff assisted colleagues across the home to ensure people's needs were met. Call bells were answered promptly and people's requests for assistance were responded to.

The manager and staff confirmed that all staff rotated between the two units and we noted they demonstrated a good knowledge of people's individual likes, dislikes and needs.

Our judgement

The home ensures that there are sufficient staff on duty to meet the needs of people who use services.

Overall we found that The Harefield Nursing Centre was meeting this essential standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

People told us they were satisfied with the care, treatment and support they received in the home. We saw that care plans included nutritional, pressure relief, bedrails and falls risk assessments.

The 2011 'resident survey' paperwork had arrived in the home on the day of inspection and the manager was arranging for it to be given out to people using the service. She confirmed that a satisfaction survey was sent out annually to the relatives and carer's of people using the service to seek their views about the services provided in the home.

The action plan from the last annual resident survey showed that the majority of actions had been completed including the appointment of an activities coordinator and implementing staff training to improve the treatment of people as individuals.

Other evidence

The manager confirmed that there were formal systems in place to assess and monitor the quality of service provided through risk assessments and audit programmes.

The completed annual environmental and departmental risk assessments were available and had been completed in February 2011. Action had been taken to address high risk issues. We saw the results of recent infection control, medication and documentation audits. Action plans were in progress to address identified issues.

We saw copies of the monthly regional manager quality review reports carried out as

part of the Bupa corporate governance system. The reports documented whether action had been taken to address the previous months actions, the checks made, peoples feedback and an overview of the results of monthly audits carried out in the home.

Our judgement

There were formal systems in place to manage the risks and monitor the quality of the service provided to people.

Overall we found that The Harefield Nursing Centre was meeting this essential standard.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 9 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 04: Care and welfare of people who use services
	<p>Why we have concerns:</p> <p>People using the service received safe care, treatment and support. The home has implemented actions to improve the standard of care planning to ensure people's individual needs were identified and the care plan adequately addressed them.</p> <p>Overall, we found that Harefield Nursing Centre was meeting this essential standard but, to maintain this, we suggested that some improvements were made.</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 14 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

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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