

Review of compliance

Anchor Trust Borrage House	
Region:	Yorkshire & Humberside
Location address:	8 Borrage Lane Ripon North Yorkshire HG4 2PZ
Type of service:	Care home service without nursing
Date of Publication:	May 2012
Overview of the service:	<p>Borrage House is close to the centre of Ripon. It is owned by Anchor Trust and is registered to provide accommodation for persons for up to 40 older people, who require personal care .</p> <p>Accommodation for people using the service is on the ground and first floors and there is an passenger lift. Office and storage space is on the third floor. There is large garden and parking facilities.</p>

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

Our current overall judgement

Borrage House 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, carried out a visit on 16 April 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We engaged in conversation with 15 people and one visitor. Everyone said they were satisfied and happy at Borrage House. One person said; "We get excellent care here, we are very well looked after." Other comments included; "The staff are sensitive when they help me dress and undress, they try to look away or make sure I am covered up." Nine people said they were involved in their care, with their preferences being sought and taken into consideration. This included being enabled and supported to live their lives as independently as they wished.

People who were able to comment told us that they were happy with the care and treatment they received. One person said; "When I need attention I use my alarm, a red light comes on outside and they come straight away. "Another person said; "I am truly happy here. The care is very good." One person said; "I want for nothing, it is all here." A visitor told us; "They are in good hands here, it is well run."

People told us that they found staff to be 'kind, appropriately trained and competent.'

What we found about the standards we reviewed and how well Borrage 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's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered.

The provider was meeting this standard.

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

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

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

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

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 to regularly assess and monitor the quality of service that people receive.

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

We used a number of different methods to help us understand the experiences of people using the service, including talking to people and observing the care being delivered because some of the people using the service had complex needs, which meant they were not able to give us their views. Throughout the visit we saw staff treating people with respect and dignity. We observed staff being kind and accepting of people.

A number of the people we met during our inspection were able to tell us what they thought about the service. We engaged in conversation with 15 people and one visitor. Everyone said they were satisfied and happy at Borrage House. One person said; "We get excellent care here, we are very well looked after." Other comments included; "The staff are sensitive when they help me dress and undress, they try to look away or make sure I am covered up." Nine people said they were involved in their care, with their preferences being sought and taken into consideration. This included being enabled and supported to live their lives as independently as they wished.

Other evidence

People expressed their views and were involved in making decisions about their care and treatment. Residents meetings were held every three months, the last one was

held on 2 April 2012. This gave people the opportunity to voice their opinions and have their views heard about the service. Everyone was encouraged to attend, those who wish not to were provided with a copy of the meeting minutes. The minutes showed a good debate was had about many aspects of the running of the home.

Routine comment cards were provided to people after being in the service for six weeks. Any comments are acted upon.

People who used the service were given appropriate information and support regarding their care or treatment. We looked at the care records for four people. We found evidence that people were involved in planning their care, treatment and support where possible. If a person did not have the capacity to make a decision about their care then staff obtained the views of the person who 'knows them best' in order to gain an insight into what the person may have chosen given the opportunity.

People's diversity, values and human rights were respected. People who used the service understood the care and treatment choices available to them.

During our visit we observed an activity session and saw staff behaving in a respectful, inclusive and professional manner.

Our judgement

People's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered.

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

People who were able to comment told us that they were happy with the care and treatment they received. One person said; "When I need attention I use my alarm, a red light comes on outside and they come straight away. "Another person said; "I am truly happy here. The care is very good." One person said; "I want for nothing, it is all here." A visitor told us; "They are in good hands here, it is well run."

Other evidence

We saw staff engage with people in a calm and patient way, which allowed them time to explain what they wanted. Staff were then able to respond appropriately. Staff were responsive to subtle changes in peoples demeanour or mood, which showed a good understanding of each person's needs.

We saw staff frequently offering reassurance to people who were anxious and when addressing people staff spoke clearly and at a pace which was appropriate. Care and treatment was delivered in a way that ensured people's safety and welfare.

We spoke with six members of staff, the manager and a representative from Anchor Trust. Staff told us they thought the level of care at the service was 'very good.' One member of staff told us "I love my job. I enjoy what I do." There was a 'busy' atmosphere around the home and people were seen to respond positively to staff throughout our visit. People were helped to move around the home as they wished, with as little or as much assistance as they required.

There were arrangements in place to deal with foreseeable emergencies.

We saw evidence that people's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. Care plans contained appropriate risk assessments and information about how people's individual needs were to be met. However, the care provider may find it useful to note that some care plans needed to be updated, having not been reviewed for over a month.

Our judgement

People who used 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 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

Those people who were able to express their views said they 'felt safe' at Borrage House. People told us they were clear about how and who to report any concerns about their safety to.

Other evidence

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. All of the staff we spoke with during the inspection were familiar with safeguarding procedures. They all described clearly what action they would take in the event of a safeguarding matter coming to their attention.

The provider had a safeguarding policy and procedure in place. We saw evidence that showed safeguarding matters that had arisen had been dealt with appropriately, with records of this maintained.

Our judgement

People who used 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 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 told us that they found staff to be 'kind, appropriately trained and competent.'

Other evidence

The home has a recruitment policy and procedure which ensured staff were suitable for employment. We spoke to six members of staff who told us they had been recruited by completing an application and attending an interview. There were effective recruitment and selection processes in place.

During the inspection we looked at three staff recruitment files and saw that the required checks were made prior to commencement of employment. We also saw that induction was carried out and competence tested. Staff receive regular supervision and annual appraisal. All staff had attended regular training and updates as required; this ensured people's needs were met by appropriately trained staff.

We spoke to staff about the training they receive and they told us that training was very good and there were opportunities for personal and professional development.

Our judgement

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

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

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 spoke to people who used the service but their feedback did not relate to this outcome.

Other evidence

The provider had an effective system in place to identify, assess and manage risks in relation to health, safety and welfare. Information showed that the service had a range of quality assurance systems in place to help determine the quality of service the home offered. Audit checks were carried out on the services provided. Records showed that accidents/incidents/complaints were recorded and appropriate action had been taken.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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