

Review of compliance

<p>Methodist Homes Methodist Homes for the Aged</p>	
<p>Region:</p>	<p>North West</p>
<p>Location address:</p>	<p>1 Chirmside Street Bury Lancashire BL8 2BX</p>
<p>Type of service:</p>	<p>Care home service without nursing</p>
<p>Date of Publication:</p>	<p>February 2012</p>
<p>Overview of the service:</p>	<p>Epworth Grange is owned by a national company called Methodist Homes for the Aged. It is situated near a main road in a residential area approximately one mile from Bury town centre and is close to bus stops and local shops. It is a detached purpose built home set in its own grounds with gardens. There is car parking to the front of the building. The home is divided into 5 wings and is registered for a maximum of 40 people.</p>

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

Our current overall judgement

Methodist Homes for the Aged 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 17 January 2012, 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

We visited Epworth Grange on the 17 of January 2012. The people that we spoke with told us that they thought they were well cared for and that they thought that staff met their needs. One person told us "I like the church services in the home. I have always gone to church".

We also heard "It's very comfortable here" and "The staff are very nice". One person told us "The food is very good. If I don't like something they will bring something else for me". Another person said "I am treated with respect and you don't have to do anything that you don't want to".

We also spoke with two relatives who were visiting. They told us "We are very impressed by this home. The care is excellent and the activity co-ordinator is very good. There is always something going on". Another visiting person told us "This is the care home where I want to live when I am older".

What we found about the standards we reviewed and how well Methodist Homes for the Aged 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 who use the service are able to be involved, as far as possible in decisions about their care. Their privacy, dignity and independence are respected.

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

and supports their rights

People received care and support, which had been risk assessed and recorded in a plan of care.

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

People who live at Epworth Grange are protected from abuse or exploitation.

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

People are cared for by staff that are properly trained, supported and supervised.

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

People benefited from a well managed service, with systems in place to monitor the quality of the service provided.

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 live at Epworth Grange told us "It's very comfortable here" and "The staff are very nice". One person told us "The food is very good. If I don't like something they will bring something else for me". Another person said "I choose my own clothes, depending on what the weather is like. I am treated with respect and you don't have to do anything that you don't want to."

We also spoke with two relatives who were visiting. They told us "We are very impressed by this home. The care is excellent and the activity co-ordinator is very good. There is always something going on". They also told us "Every day on the run up to Christmas, there was something different going on. In the summer, there are lots of activities in the garden."

Other evidence

We were told by the manager that the care home organises themed events e.g. a Chinese theme. On these occasions, staff dress up in costumes, craft activities are arranged around the theme and the chef prepares some food from the region for people to try. This also includes fruits and vegetables that originate in the area. We were shown photographs from the last theme which was Africa and we saw people working on activities for the next theme which was to be Egypt.

We saw young people from a local high school, playing games with the people who live at Epworth Grange. The people appeared to enjoy speaking with the students. The teacher who attended with the students told us "This is a fantastic place. The staff are warm friendly and welcoming". She added that "The work we do here helps to bridge the generation gap. The students learn from the people who live and work here and they in turn learn from the students". She also told us that "We asked students to volunteer for this and we have a waiting list of students who want to come".

The manager told us that people usually provide their own furniture for their rooms but that the home provides the beds. She also told us that the home will provide furniture if the person does not have anything suitable.

We were also told that one of the carers had completed a training course in reflexology. This was available to the people who live there and also their relatives and staff. We were shown results of a survey that showed that people enjoyed this treatment.

We saw that the menu for the day's meals was displayed on a board. This included pictures so it was easier for some people to find out what was available for each meal. Each wing of the care home has its own dining room and this means that there are only small numbers of people eating in each area. We also saw meals being taken to people's rooms as they preferred to eat there.

We saw people being offered choices of meals and drinks. They seemed to be enjoying the food and it looked appetising.

Our judgement

People who use the service are able to be involved, as far as possible in decisions about their care. Their privacy, dignity and independence are respected.

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

The people who we spoke with told us that they thought they were well cared for and that the staff met their needs.

Other evidence

At the time of our visit, the people who lived at Epworth Grange all appeared well cared for. We saw many of them joining activities that had been organised by the activities coordinator.

We spoke with a specialist nurse who was visiting a person following a request from a GP. She had visited the home on several occasions before. She told us that her advice was generally followed by the staff and that she had no concerns about the care and support that was delivered by staff at Epworth Grange.

We looked at four sets of care records for people who live at Epworth Grange. Relevant information was recorded. Risk assessments had been completed and updated on a monthly basis. Care plans were written in a person-centred way that showed respect for individuals and their choices.

Our judgement

People received care and support, which had been risk assessed and recorded in a plan of care.

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

The people who we asked, told us that they felt safe living at Epworth Grange.

Other evidence

The manager told us that the vast majority of staff (92%) had completed training in Safeguarding of Vulnerable Adults (SOVA). This included domestic staff and bank staff as well as care staff.

The manager told us that she was aware of the local authority procedure for safeguarding vulnerable adults and what needed to be reported.

The staff who we asked, were all aware of the procedure that they should follow if they suspected that someone is being abused.

On the day that we visited, we saw that staff were busy but there appeared to be enough staff to ensure that people were safe.

Our judgement

People who live at Epworth Grange are protected from abuse or exploitation.

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 ask the people who live at Epworth Grange about this outcome.

Other evidence

The manager showed us a copy of all of the training that staff had completed. The information was held securely on the computer system. This information also identified when staff were due to have an update on each topic.

There was a wide range of training available for staff and two members of staff told us that that they thought the training opportunities were one of the good things about working at this care home.

The staff who we spoke with, told us that training was regularly updated and that they were reminded when they were due to complete more training.

We saw that staff were supported with monthly supervision meetings. This is a process where a senior member of staff has a meeting with a less experienced staff member to check how well they are performing in their role. Organisations use this system as one way of monitoring the quality of care that is delivered. The staff that we spoke with, confirmed that these sessions took place and were very helpful. They also told us that they had an annual appraisal.

We were shown a copy of the induction programme that a new staff member would complete. This programme covered a lot of relevant information.

Our judgement

People are cared for by staff that are properly trained, supported and supervised.

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 people who live at Epworth Grange about this outcome.

Other evidence

We were shown a copy of lots of audits that were carried out by the manager and some of the senior staff. These are checks that are made on things like care plans, medicines, food safety, environment, pressure ulcers, housekeeping and activities within the home.

One person who we spoke with told us that they were asked to give feedback about the food and that the chef asks people what they would like to eat.

We were shown copies of minutes for recent relatives meetings. The relatives that we spoke with said that they would ask about any issue where they thought that there was a problem. They said that they were confident that the manager would sort out any issues that were brought to her attention.

We were also told about a quality audit that takes place within the home on a regular basis. This involves a team of staff and relatives walking around the home, looking at issues like privacy and dignity, how care is delivered, what is done well and what could be done better. We were told that issues raised from this check were dealt with by the manager.

Our judgement

People benefited from a well managed service, with systems in place to monitor the quality of the service provided.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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