## Review of compliance

### Barchester Healthcare Homes Limited
#### Windmill Manor

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<th>Region:</th>
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| **Location address:** | 2 Fairviews, Holland Road  
Hurst Green  
Oxted  
Surrey  
RH8 9BD |
| **Type of service:** | Care home service with nursing |
| **Date of Publication:** | June 2012 |

#### Overview of the service:
Windmill Manor is a purpose built care home with nursing locate on the outskirts of Oxted. It is close to local amenities and beautiful countryside. The M25 motorway is within easy reach. The home is newly built and is registered for 60 people. The service is owned and operated by Barchester Healthcare Limited a large national provider.
Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Windmill Manor 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 17 May 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

People told us that they were very happy living in the home.
They told us that staff were professional and respectful.
People said that the home was spotless and "it was like living in five star hotel".
We were told that people were involved as much as possible to make decisions regarding the care and treatment they receive.
People told us that the standard of catering was excellent and that there was plenty of choice at meal times.
People told us that there was plenty to do and that it was an individual's choice if they wished to participate in activities or not.
Relatives told us that the home is welcoming and that they are encouraged to participate in home events.

What we found about the standards we reviewed and how well Windmill Manor 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 service was provided and delivered in relation to care.

The provider was meeting this standard.
Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

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

People were protected from the risk of inadequate nutrition and dehydration.

The provider was meeting this standard.

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

People using 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. Systems in place to prevent this from happening.

The provider is meeting this standard.

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

There were enough qualified, skilled and experienced staff to meet people's needs.

The provider is 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 had an effective system in place to identify, assess and manage risk to the health, safety, and welfare of people using the service and others.

The provider is 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
People told us that they were involved in all aspects of their care and had the choice regarding how this is undertaken.
People told us that a variety of staff helped them make choices about food, activities, and the general daily routines of the home.
People told us that staff treated them in a respectful and caring manner.

Other evidence
We were told that people are involved as much as possible when they choose to live in Windmill Manor. This home provided ample information including a service user guide and information pack to support people with their choice.
A person told us that their decision was made around location as it was the area where they lived before admission to the home. When people were not able to make the choice for them selves relatives are encouraged to visit as many times as necessary to help them decide the suitability of the home. This was confirmed during conversations with relatives.
People had the choice about how they wanted their care undertaken. For example if they liked baths or showers, what time they got and went to bed, if they liked to take breakfast in their room or in the dining room, what activities they wished to participate in, and their choice of newspaper.
Privacy and dignity was observed to be promoted. We saw staff interacting with people in an engaging, and professional manner. People were addressed by their preferred title and in an appropriate way. We saw that staff knocked on people's doors prior to be invited in.

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

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 told us that they were consulted about their care and that is sometimes discussed with them.
Some people on Memory Lane were unaware of a care plan.
Relatives told us that they were involved in people's care and that any change is discussed with them. They said that they felt very reassured that the care was excellent and that they were very happy with the home.
We were told that people had care plans in place that were developed based on individual needs assessments and input from people acting on their behalf when necessary.
We were told that these care plans were reviewed and updated according to changing needs.

Other evidence
There were forty people living in Windmill Manor on the day of the inspection. Some were living on Memory Lane which provides care and support for people with dementia. Others were living on the ground floor that provides nursing care. The home has been open eighteen months and became registered to provide nursing in November 2011.
We looked at six care plans over two units for people with a diverse range of needs during our visit. These were based on comprehensive needs assessments that were undertaken prior to the person being admitted to ensure that the home was able to meet individual assessed needs.
The care plans seen were detailed and person centred. They documented people's individual wishes, preferences and expectations on how their care and treatment was
provided. They also included a good health action plans. We saw records of good support from their GP and a variety of other health care professionals. We saw that the care plans also included good risk assessments that are developed and regularly reviewed in consultation with the individual or someone acting on their behalf. They provide structure and guidance for staff to ensure that current and ongoing care and support needs can be met consistently and safely.

We saw people on Memory Lane were being supported to maintain their independence and could access various areas of the home and garden. The unit was well equipped with various areas dedicated to themes for example gardening, nursery, dressing up, art and craft, and reminiscence. We saw staff were aware of peoples needs and had the skills and knowledge to interact with them effectively.

We observed people on the ground floor were receiving nursing care and looked well cared for. Profile beds were in place and a wide range of pressure relieving equipment was in use.

**Our judgement**
People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.
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
People told us that the food was excellent.
Someone aid that they will cook what you want.
We were told that the menus are varied and include lots of choice.
Someone told us they enjoyed a cooked breakfast. Someone else said that "there times when I just want something light like an omelette and nothing is too much trouble".
We were told that it was possible for relatives to dine with people by arrangement.
We were told that the standard of catering was like five star dining.

Other evidence
The service had a new chef in post that was responsible for the menu planning in the home. We saw that he supervised the serving of lunch on both units.
It was possible to sit with people in the dining room on the ground floor while they were having their lunch, and to engage in discussion with them about the catering arrangements. They told us that the meals were home cooked and tasty. There was good interaction between people and they were enjoying their lunch in a relaxed and friendly atmosphere. The menu was displayed in the dining room. Some people were enjoying a glass of wine with their meal. It was good to note that the catering staff meet with people regularly to discuss people's likes, dislikes and individual dietary requirements.
We were also able to observe lunch being served on Memory Lane. The staff were very aware of people's individual needs, and enabled them to make appropriate choices by displaying the food on plates to aid their decision. We saw staff help people to feed themselves when required. The tables were nicely laid and had a wide choice of fruit.
juice that people were able to help themselves to. The home had access to a dietician and nutritional needs are recorded in care plans. We saw records that people's weight was monitored. Drinks and snacks are available throughout the day. Cold drinks dispensers were provided, and there is a coffee lounge on the ground floor where people can entertain their visitors if required.

Staff had undertaken their food hygiene training.

**Our judgement**

People were protected from the risk of inadequate nutrition and dehydration.

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
We observed people were safe in the home.

Other evidence
The service had clear policies and procedures in place on abuse awareness, and the protection of vulnerable adults. All staff had undertaken training in safeguarding adults and this training was updated regularly. The training covered all aspects of abuse and how to report this.

Staff spoken with confirmed that they had attended this training and would know what action to take if they suspected that an incident of abuse had taken place. The staff training records also confirmed that this training had taken place.

There is also a copy of Surrey County Council's policies and procedures on safeguarding in place.

The manager stated that he had attended local authority training provided and had cascaded this to the staff team.

Currently there are no safeguarding issues being investigated under the local authorities procedures.

We saw that staff had also received training to ensure awareness of The Mental Capacity Act and deprivation of liberty safeguards (DOLS).

The home also has a whistleblowing policy available to staff.

The home also has a whistleblowing policy available to staff.

Our judgement
People using 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. Systems in place to prevent this from happening. The provider is meeting this 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 that the staff were kind and caring. Someone told us that staff always spent time listening to them.
We were told that staff answered call bell promptly and that nothing was too much trouble for them.
Relatives told us that staff were efficient and professional.
They told us that they are always polite on the telephone.
Staff spoken to told us that they enjoyed working in the home and felt that they had the training and support to undertake their roles.

Other evidence
On the day of our visit the registered manager was on duty and explained the staffing arrangements to us. The activities coordinator introduced us to people living in the home and staff to make them aware of our visit.
The home was well staffed and located to areas according to people's assessed needs.
Memory Lane had a unit leader and a team of staff with a good understanding of people with dementia.
The ground floor had been registered to provide nursing care in November 2011, and was managed by a clinical nurse specialist and a team of registered nurses.
The home also employs a team of ancillary staff including housekeepers, catering staff, maintenance staff, and laundry staff. During a discussion with the registered manager we were told that as the occupancy levels increase a dining room assistant will be employed to organise dining room tasks for example laying tables, which is currently undertaken by the care staff.
Staff discussed the training they had undertaken that included induction, health and safety, first aid, food hygiene, safeguarding vulnerable people, manual handling, and infection control report writing, COSHH, and fire safety. Staff had also undertaken training in dementia awareness to ensure they could be more understanding of people’s individual needs. We saw documentation of this training in staff files.

The home has a recruitment procedure in place.

Four staff employment files were seen and included the required documentation to ensure the welfare of people living in the home. This included written references, employment history and Criminal Records Bureau (CRB) Disclosure.

Our judgement
There were enough qualified, skilled and experienced staff to meet people’s needs.

The provider is 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

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<td>The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision</td>
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<td><strong>What people who use the service experienced and told us</strong></td>
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<td>People who use the service told us that they are asked their views on how they feel the home is meeting their needs by the providers regularly. We were also told that customer satisfaction questionnaires are distributed for their comments, or their relative’s comments.</td>
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**Other evidence**
- The home has been open for eighteen months and continues to develop systems to monitor the quality of service provision.
- The manager told us that he engaged in daily conversations with people using the service to highlight any issues and to resolve any problems immediately.
- Provider monitoring visits are undertaken monthly and a report retained in the home for information.
- Ongoing reviews of care plans, risk assessments and care manager reviews are also used to assess the quality of the service being offered. Frequent audits of health and safety contribute to the monitoring of service provision.
- The chef meets with people daily to get feedback on the quality and standard of catering.
- Relative and service user meetings take place, and suggestions and views discussed and improvements made if required.
- People who use the service and their relatives are asked to complete a customer feedback questionnaire regarding the service provided.
- Staff meetings are facilitated.
**Our judgement**
The provider had an effective system to regularly assess and monitor the quality of service that people receive. The provider had an effective system in place to identify, assess and manage risk to the health, safety, and welfare of people using the service and others.

The provider is 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**

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