

Review of compliance

<p>Cygnnet Health Care Limited Tabley House</p>	
<p>Region:</p>	<p>North West</p>
<p>Location address:</p>	<p>Tabley Lane Knutsford Cheshire WA16 0HB</p>
<p>Type of service:</p>	<p>Care home service with nursing</p>
<p>Date of Publication:</p>	<p>May 2012</p>
<p>Overview of the service:</p>	<p>Tabley House is part of Cygnnet Health Care Limited and is registered to provide accommodation for 59 people who require nursing care and/or support with personal care. The home is located about one mile from Knutsford town. The majority of bedrooms are single with a number of shared rooms available if required. All of the rooms have en suite facilities. Further information about the accommodation,</p>

	fees and other charges can be obtained by contacting the service.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Tabley 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 4 May 2012, checked the provider's records, 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

During our visit we spoke with people who use the service, relatives and a healthcare professional.

People who use the service told us that they were able to make choices in their daily lives. This included what time they went to bed, choice of meals and where they wished to spend their leisure time. They also told us that staff treated them with respect.

The relatives told us that during their visits to the home they had seen staff treat people with respect and maintain their dignity. One person told us that they were made aware of changes to their family member's plans of care. They said a member of staff usually told them about any changes.

The relatives and healthcare professional told us that people living in the home were cared for by staff who respected them. The relatives we spoke with also told us that they knew who to speak to if they had any worries or concerns about the care their family member was receiving.

The people who use the service told us they "feel safe living in Tabley House" Another person told us that they could no longer live at home because "they kept having falls". They said that although "living in Tabley House is not living in your own home they felt safe having staff around to help them".

People who use the service told us that staff were kind and caring. They told us they felt safe having staff around to care for them.

The relatives told us staff made them feel welcome when they visited the home. They told us they saw staff supporting the people who use the service in a safe and caring manner.

They told us they were asked for their views about the service and that they had completed questionnaires about the quality of the service offered by Tabley House.

The relatives spoken with told us they would speak with the manager or staff if they had any worries or concerns. They also told us that any worries or concerns they had were listened to and acted upon.

What we found about the standards we reviewed and how well Tabley 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

Peoples privacy was respected and their dignity was maintained.

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

People experienced care and treatment that met their needs

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

People who use the service were protected from the risk of abuse because the provider had taken reasonable steps ensure peoples safety and well being

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

People were cared for by staff who were supported to deliver care and treatment safely.

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 systems in place to monitor the quality and safety of the service that people received.

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

During our visit we spoke with people who use the service, relatives and a healthcare professional.

People who use the service told us that they were able to make choices in their daily lives. This included what time they went to bed, choice of meals and where they wished to spend their leisure time. They also told us that staff treated them with respect.

The relatives told us that during their visits to the home they had seen staff treat people with respect and maintain their dignity. One person told us that they were made aware of changes to their family member's plans of care. They said a member of staff usually told them about any changes.

Other evidence

We saw that an assessment of a person's needs was carried out prior to them moving into the home. The purpose of this assessment was to ensure that Tabley House would be able to meet the persons needs. We saw copies of these assessments in people's care files.

During our visit the manager told us that information from the pre-admission assessment which included information received from relatives, health and social care professionals was used to develop peoples care plans.

We observed people being supported by the staff in a respectful, caring manner and that home was warm, comfortable and well maintained. We saw staff offering people choices, for example, at mealtimes and whether they wished to join in the mornings activities. We saw staff assist people with their mobility, which included the use of a hoist, in a manner that reassured the person and kept them safe. Staff were also seen ensuring peoples privacy was respected when supporting them with personal care such as using the bathroom and when entering their bedrooms

We saw the personal files for a number of people during our visit. We saw that although there were procedures in place to show people had been consulted about their plans of care this was either not completed or partially completed. However, following the visit to the home we were provided with information by the manager that told us improvements were being made to ensure people were fully involved/consulted about their care plans and any changes made. The manager told us that peoples wishes and choices about their care were discussed with them and their relatives and included in their care plans.

Our judgement

Peoples privacy was respected and their dignity was maintained.

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

During our visit we spoke with people who use the service, relatives and a healthcare professional.

People who use the service told us that they were happy living in Tabley House. They told us they "were well looked after".

The relatives we spoke with told us that they were able to act on behalf of their family members, particularly those who may be living with dementia, and ensure their care needs were being met.

The healthcare professionals we spoke with told us staff were very friendly and helpful and that they had no concerns about the care offered to people who live in the home.

We have not received any information of concern about the home from healthcare or social care organisations.

Other evidence

During our inspection we looked at the care files for three of the people who use the service. These contained an initial assessment of need and risk assessments. We also saw plans of care that showed the support required by the person and how that support should be delivered by staff. Daily reports about changes to the persons care and updates on their health care were shared between staff when they changed shifts. This helped to make sure that people received care and support in a way that met their

needs and personal preference.

The care plans we saw included, for example, peoples likes and dislikes and maintaining links with family and friends. We saw that the care files and support plans were reviewed on a regular basis. However, it was not always evident that the person and/or their relatives were involved in or informed that reviews of care plans were being carried out. The manager provided us with information after our visit that told us improvements had been made to ensue people would be involved in reviews of the care they received and that this would be recorded.

There were risk assessments in place that covered areas such as manual handling, use of bedrails and mental capacity assessment. We saw that these were reviewed on a monthly basis. We also saw that there were arrangements in place to ensure that the person who used the service received visits from the GP and other healthcare professionals as required.

The home employs two activity co-ordinators who organise a range of outings and other activities for people, both within the home and in the local community. The home has a mini bus which they use for outings and to escort people to medical and other appointments.

Our judgement

People experienced care and treatment that met their needs

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

During our inspection we spoke with people who use the service, relatives and a health care professional. The people who use the service told us they "feel safe living in Tabley House" Another person told us that they could no longer live at home because "they kept having falls". They said that although "living in Tabley House is not living in your own home they felt safe having staff around to help them".

The relatives and healthcare professional told us that people living in the home were cared for by staff who respected their rights and choices. The relatives we spoke with also told us that they knew who to speak to if they had any worries or concerns about the care their family member was receiving.

Other evidence

Information provided by the manager as part of this inspection told us there were policies and procedures in place to safeguard people who use the service from harm or possible abuse. They also told us their safeguarding procedures were linked to the Local Authority procedures which they would follow in the event of a concern being raised. During our inspection we saw there was a copy of the the Department of Health guidance document 'No Secrets' located in the managers office

The manager provided us with a copy of the staff training record which showed that 82 of the 83 staff working in the home had received training on safeguarding vulnerable adults during April 2012.

During our inspection the staff we spoke with told us they had received training on safeguarding vulnerable adults and ensuring the safety and well-being of people who use the service. The staff also told that if they suspected a person was being abused or harmed they would report it to the senior staff on duty.

Tabley House made one safeguarding referral to Cheshire East Social Services in February 2012, this was investigated under the safeguarding procedures. The Care Quality Commission was notified of the referral and of the action taken.

Our judgement

People who use the service were protected from the risk of abuse because the provider had taken reasonable steps ensure peoples safety and well being

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

During our visit we spoke with people who use the service, relatives and a healthcare professional.

People who use the service told us that staff were kind and caring. They told us they felt safe having staff around to care for them.

The relatives told us staff made them feel welcome when they visited the home. They told us they saw staff supporting the people who use the service in a safe and caring manner.

Other evidence

The manager provided us with a copy of the staff training record. This showed that staff had received updated training which included equality and diversity, dementia, infection control, moving and handling and fire safety. We were also provided with information by the manager which told us that the registered manager and four other staff within the home were qualified to deliver training on a range of subjects including safeguarding vulnerable adults, manual handling, fire awareness and infection control.

We were told by the manager that procedures were in place so that staff received individual supervision either from the qualified nursing staff or from the registered manager. The manager also told us that staff received any additional support or training they required to carry out their respective roles.

We saw information in the staff training records that told us 29 of the 36 care staff had

achieved a National Vocational Qualification (NVQ) Level 2 or above in care. We also noted that a further six care staff were working towards their NVQ. The National Vocational Qualification is a nationally recognised qualification for people working in the field of care.

The information provided by the manager told us that the home employed 15 nurse-trained staff, nine of whom were Registered General Nurses and 6 who were trained to provide nursing care to people who may be living with dementia and other mental health problems.

The staff we spoke with told us they were receiving the support and supervision necessary to ensure the health and welfare of the people who use the service was maintained. They also told us there was always a senior member of staff available if they required advice or guidance.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely.

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

During our visit we spoke with people who use the service, relatives and a healthcare professional. They told us they were asked for their views about the service and that they had completed questionnaires about the quality of the service offered by Tabley House.

The relatives spoken with told us they would speak with the manager or staff if they had any worries or concerns. They also told us that any worries or concerns they had were listened to and acted upon.

Other evidence

The manager for the home told us that the views of the people who use the service, their relatives and others were welcomed and that any concerns, worries or complaints were listened to and acted upon. They also told us people were encouraged to share any feedback on the service offered with individual members of staff.

Information provided by the manager told us that senior staff from the organisation carry out audits that included infection control, catering, complaints and medication management. During our inspection we saw copies of the audits that had been carried out on, for example, the catering and laundry services within the home.

The manager told us that regular meetings were held with the people who use the service. They were also able to have a separate meeting with the chef to discuss catering issues. The relatives we spoke with told us they were invited to attend these

meetings if they wished.

Information provided by the manager during our inspection told us that checks were carried out on portable electrical appliances, gas appliance and that other checks such as fire tests and environmental checks had been carried out.

During our visit we saw a copy of the annual quality satisfaction survey which sought the views of the people who use the service and their relatives on the quality of the service offered. The results showed that, overall, people were satisfied with the service offered by Tabley House

Our judgement

The provider had systems in place to monitor the quality and safety of the service that people received.

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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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA