

# Review of compliance

Four Seasons Homes No 4 Limited North Court Care Home	
<b>Region:</b>	East
<b>Location address:</b>	108 Northgate Street Bury St Edmunds Suffolk IP33 1HS
<b>Type of service:</b>	Care home service without nursing Care home service with nursing
<b>Date of Publication:</b>	February 2012
<b>Overview of the service:</b>	North Court Care Home is a residential home for older people with nursing that offers a service to 65 people. The service is owned and run by the large national organisation, the Four Seasons Homes Limited.

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

## Our current overall judgement

**North Court Care Home 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 because concerns were identified in relation to:

- Outcome 01 - Respecting and involving people who use services
- Outcome 04 - Care and welfare of people who use services
- Outcome 07 - Safeguarding people who use services from abuse
- Outcome 14 - Supporting staff
- Outcome 16 - Assessing and monitoring the quality of service provision

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 16 August 2011, checked the provider's records, observed how people were being cared for, talked to staff and talked to people who use services.

### What people told us

During this review, we have visited this service on three occasions to assess their compliance against the essential standards. Originally, we went to the home in response to someone raising concerns with us anonymously. However, we did not find any evidence to substantiate these concerns.

The people living in North Court and their family members told us that they liked living there, that the care staff showed them respect and worked hard to look after them. They also told us that they were comfortable in the home.

### What we found about the standards we reviewed and how well North Court Care Home 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**

North Court acknowledged people's views and supported people to maintain their privacy, independence and presence in the local community.

The providers of the North Court Care Home were compliant with this outcome.

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

People can be confident that they will experience effective, safe and appropriate care, which meets their assessed needs.

The providers of the North Court Care Home were compliant with this outcome.

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

This service had appropriate safeguarding procedures in place intended to keep people safe from abuse.

The providers of the North Court Care Home were compliant with this outcome.

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

People who live in this home are kept safe and have their welfare needs met by competent and well-trained staff.

The providers of the North Court Care Home were compliant with this outcome.

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

This home monitors the quality of care that people receive and listens to what they have to say.

The providers of the North Court Care Home were compliant with this outcome.

**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 we spoke with told us that they were respected, had their privacy and dignity maintained, and that they were able to express their views and individuality

They told us about the opportunities they had to be part of the local community and that the home organised outings and activities in the home they could take part in if they wanted to.

#### Other evidence

We had an opportunity to observe staff supporting the people living in the home by sitting in one of the lounges for an hour and saw that interactions between staff and the people was enabling and ensured people's privacy and dignity. Staff took time to listen to people as they supported them, asking them questions rather than making decisions for them. We also saw staff explain to people what they were doing, what they needed them to do and why.

We spoke with visitors during our visit and the feedback was positive, one person told us that their relative was well looked after and comfortable and that they only every saw care staff be friendly and helpful towards people in the home.

**Our judgement**

North Court acknowledged people's views and supported people to maintain their privacy, independence and presence in the local community.

The providers of the North Court Care Home were compliant with this outcome.

## 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 we spoke with told us that they thought the care staff knew their needs and made sure they got what they needed.

##### Other evidence

We looked at several of the people's care plans and found that they were detailed and person centred, that they reflected people's needs and evidenced that people were seen by a doctor whenever they thought it was necessary and had access to other healthcare professionals such as psychiatrists, dentists and chiropodist.

While we were at the home, we saw evidence of activities being provided by a dedicated activities coordinator, of entertainers visiting the home and the manager told us that if relatives wanted to help someone celebrate their birthday by holding a party, there was always a room made available to them.

##### Our judgement

People can be confident that they will experience effective, safe and appropriate care, which meets their assessed needs.

The providers of the North Court Care Home were compliant with this outcome.

## 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 that they got on well with staff and that they treated them with respect. They also told us that they knew who to talk to if they felt they needed support to make a complaint or if they felt they had been abused in any way.

##### Other evidence

The manager and staff were able to demonstrate that they had an understanding of the safeguarding principals and the manager was able to explain the safeguarding referral process.

The staff training records showed that all the staff had attended safeguarding training and that they received updates at regular intervals.

##### Our judgement

This service had appropriate safeguarding procedures in place intended to keep people safe from abuse.

The providers of the North Court Care Home were compliant with this outcome.

## 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

On this occasion, we did not talk to the people living in the home regarding this outcome.

##### Other evidence

We saw evidence that the home carried out safeguarding checks on perspective staff before they start work. We also saw that there were sufficient numbers of staff on duty to ensure that the people living in the home had their health and welfare safeguarded.

We saw records that verified what staff told us about receiving training and supervision. Records showed that the staff are given training in all the mandatory subjects such as safeguarding, moving and handling, food hygiene, first aid, safe handling of medication, controlled drugs and infection control. There was also a comprehensive list of training that covered many aspects of supporting people who are getting older, including diabetes, stroke care, nutritional support, Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards.

##### Our judgement

People who live in this home are kept safe and have their welfare needs met by competent and well-trained staff.

The providers of the North Court Care Home were compliant with this outcome.

## 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 living in the home told us that they were consulted about all aspects of the running of the home and that they were asked their opinion on how well it was run. They also told us that they were given the opportunity to make any suggestions to improve the service during house meetings.

People said that if they had ever needed to make a complaint they had been listened to and that action was taken immediately.

##### Other evidence

The home carried out an annual quality assurance survey and we were shown copies of the report resulting from the latest survey carried out earlier this year. The service had given questionnaires to four groups of people; the people living in the home, their family and friends, staff members and professionals involved in the home.

A report was written which set out the results of the survey, actions to be taken and give some examples of what people said about the service. All of the outcomes mentioned in the survey were positive.

During the visit to the home the manager's line manager was present and was carrying out an in depth audit covering a wide range of outcomes and the manager was expected to submit monthly audits to the area office which are reviewed and monitored.

#### Our judgement

This home monitors the quality of care that people receive and listens to what they have to say.

The providers of the North Court Care Home were compliant with this outcome.

# 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

<b>Document purpose</b>	Review of compliance report
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## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA