

Review of compliance

Four Seasons Homes No 4 Limited The Maltings Care Home

Region:	East
Location address:	103 Norwich Road Fakenham Norfolk NR21 8HH
Type of service:	Care home service without nursing
Date of Publication:	August 2012
Overview of the service:	The provider of The Maltings Care Home is Four Seasons Homes No 4 Limited. It offers accommodation to persons who require residential or nursing care. It can accommodate up to 43 older people

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

Our current overall judgement

The Maltings Care Home 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 to check whether The Maltings Care Home had taken action in relation to:

Outcome 10 - Safety and suitability of premises

How we carried out this review

We reviewed all the information we hold about this provider.

What people told us

For this follow up review to check on the improvements made by this provider we did not talk to the people living at The Maltings. The full inspection report for this service was carried out in May 2012.

What we found about the standards we reviewed and how well The Maltings Care Home was meeting them

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

People who use the service, staff and visitors are now protected against the risk of unsafe or unsuitable premises.

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 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

* Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

We did not talk to people on this occasion.

Other evidence

Following our inspection carried out in May 2012 we asked the provider to make the bedrooms safe by ensuring fire door closures were added that would enable people to have their doors open if they so wished.

The provider acted swiftly and within the week of the inspection had purchased and fitted doors closures for those doors without a closure and also serviced the existing closures to ensure that when the fire alarm was triggered the doors would fully close. Maintenance staff were seconded from other homes to assist with the fitting to ensure the home was safer from the risk created by fire

The manager and provider kept us and the local fire officer fully up to date with each stage of the process.

Our judgement

People who use the service, staff and visitors are now protected against the risk of unsafe or unsuitable premises.

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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Author	Care Quality Commission
Audience	The general public
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