

# Review of compliance

## Four Seasons (No 11) Limited Summerdale Court Care Home

<b>Region:</b>	London
<b>Location address:</b>	73 Butchers Road London E16 1PH
<b>Type of service:</b>	Care home service with nursing
<b>Date of Publication:</b>	February 2012
<b>Overview of the service:</b>	Summerdale Court is a large, purpose built care home with nursing in Canning Town. It provides accommodation for people who require nursing or personal care. At the time of our visit one unit accommodated people with dementia and another unit accommodated people with general nursing care needs. A second unit for people with dementia is due to open.

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

## Our current overall judgement

**Summerdale Court Care Home was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.**

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 Summerdale Court Care Home had made improvements in relation to:

Outcome 01 - Respecting and involving people who use services

### How we carried out this review

We reviewed all the information we hold about this provider, 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

"The nurses - they are very nice. If they don't see us out in the hall, they come in and see us".

"I would say that we are well cared for".

"The food is delicious and the staff are very helpful".

(Comments from people living at Summerdale Court).

We also met one person's relatives who told us they visited every day and were very happy with the care provided at Summerdale Court.

### What we found about the standards we reviewed and how well Summerdale 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

Significant improvements have been achieved since our last inspection in June 2011. These improvements have been observed in the way people are supported at meal times, during activities and relaxation, and with their personal care. Although some issues still need to be addressed, we found that the home's management team were responsive to our observations and prepared to take appropriate actions.

## **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

"The nurses - they are very nice. If they don't see us out in the hall, they come in and see us".

"I would say that we are well cared for".

"The food is delicious and the staff are very helpful".

(Comments from people living at Summerdale Court).

When we arrived for this inspection, people were eating lunch. We saw that staff treated people with respect and appropriate support was provided to help people eat their meal, if required.

We noted that, on one unit, loud pop music was playing on the radio. We felt that this was not appropriate and was not the choice of people living in the home.

We saw that the home was well staffed. Some people were watching a carry on film with a member of staff and others were taking part in an organised activity.

We also met one person's relatives who told us they visited every day and were very happy with the care provided at Summerdale Court.

**Other evidence**

We inspected Summerdale Court in June 2011 and looked at 16 essential standards of quality and safety. We found that the service met 15 of these standards but noted that there were concerns regarding the quality of support that people received to address their personal care needs. We commented on these concerns under outcome 4, care and welfare. However we made the provider non-compliant with outcome 1 as we felt people's dignity was not always respected.

During this visit we saw that people were well dressed and clean. People had been shaved and their hair had been washed and styled. We observed that people had been supported to choose and wear their own jewellery.

We looked at two care plans on each unit. We saw that three of the plans were well written and up to date. We identified concerns to the manager regarding the need to update a nutritional care plan for one person. The manager agreed that the plan should have been reviewed and updated following a visit from the dietician in February 2011, but this had not happened. The manager sent us an updated care plan for this person on the day we inspected.

We also noted that staff had failed to record unexplained bruising on one person's face that had been verbally reported by the night staff. Although staff were checking this person's welfare, it is important that such incidents are recorded promptly.

We noted that the service has produced individualised life histories for people, which promoted an understanding and respect for people's experiences before they came to live at Summerdale Court.

**Our judgement**

Significant improvements have been achieved since our last inspection in June 2011. These improvements have been observed in the way people are supported at meal times, during activities and relaxation, and with their personal care. Although some issues still need to be addressed, we found that the home's management team were responsive to our observations and prepared to take appropriate actions.

# 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

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