

Review of compliance

Bupa Care Homes (CFC Homes) Limited Branston Court Nursing Home

Region:	West Midlands
Location address:	Branston Road Branston Burton-upon-Trent Staffordshire DE14 3DB
Type of service:	Care home service with nursing
Date of Publication:	November 2011
Overview of the service:	This service provides accommodation and nursing care to up to 45 older persons.

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

Our current overall judgement

Branston Court Nursing 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 to check whether Branston Court Nursing Home had made improvements in relation to:

Outcome 04 - Care and welfare of people who use services
Outcome 09 - Management of medicines

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 17 October 2011, talked to staff and talked to people who use services.

What people told us

We visited this service in June 2011 and one compliance action and one improvement action were issued. This meant the home needed to improve outcomes for people with regards to medication and develop the plans of care. We carried out this visit to ensure the service had complied with the actions required for the management of medication and review any changes to care planning.

We spoke to three staff members, one visitor and two people who live at Branston Court Nursing Home. We were told care plans had been improved and were now more person centred, staff told us that this supported them with the delivery of care and the information helped them to know more about the person and their life.

Some people who used the service were not able to express their views to us, and we observed interaction between people and staff and how people chose to spend their time. We saw staff supporting people to transfer using a hoist and staff were courteous and talked to people. People were also supported to have a drink and given a choice.

A relative told us they were happy with the care given and staff were available to provide care. They told us staff kept them informed about what was happening in the home and would contact them if anything happened.

People were well presented and able to wear their own clothes and dress in a style of their choosing.

What we found about the standards we reviewed and how well Branston Court Nursing Home was meeting them

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

People receive appropriate care and support and the service is managed so that their welfare is protected and their needs are met.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

Systems are in place to ensure people receive their medication in a planned and safe manner.

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 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 in June 2011 we saw that each person had a plan which identified the support needed and assessments of risks which included information about how people wanted to be supported with bathing, eating and drinking, personal hygiene and mobility and health needs. The registered manager told us the plans now contained more personal information including details about their life history, family and significant events. We saw family had completed documents and included information about past employment, places of significance, family and interests. Staff told us this information helped them to get to know the person better, and they were able to pick suitable topics to talk about with each person.

Other evidence

During a visit to the service the provide identified that the care plans could be improved and be more person centred. This means the provider is going to ensure that each person's plan focuses on the individual.

Our judgement

People receive appropriate care and support and the service is managed so that their welfare is protected and their needs are met.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

There was a new system in place for checking appropriate dispensing and recording of medication which was done each day. There was also a regular audit to ensure the amount of medication is the same as the medication record; we saw the last audit recorded there were no concerns with medicines and we checked this audit and saw it was accurate

On the day we visited we looked at two people's medication records to ensure people were still receiving their medicines as prescribed. We checked seven tablets prescribed for the two people. The numbers remaining for three tablets did not correspond with our audit on that day. The medication record recorded occasions where medicine had been refused or not given but did not record whether the tablets had been administered from the box and later destroyed. We discussed this with the manager who assured us one to one sessions and training had been undertaken with all qualified staff and we saw evidence of this. The registered manager stated that the audit process would be looked at in order to identify areas where further improvements could be made.

Staff were to receive further training and support on an individual basis to ensure they were competent and safe to administer medicines. A senior member of nursing staff is to be given responsibility for the management of medicines and will carry out regular audits to ensure compliance.

Other evidence

We looked at the way medicines were managed to check that people were receiving their medicines safely and as prescribed.

The service had secure storage and used a system where the medication is individually pre packed by a pharmacist for each person.

The registered manager told us that only qualified nursing staff administered and audited medication. Medication was stored in a locked cupboard and the Medication Administration Records (MAR) were inspected along with the medication systems.

Our judgement

Systems are in place to ensure people receive their medication in a planned and safe manner.

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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