

Review of compliance

Ashdown Care Limited Knappe Cross	
Region:	South West
Location address:	Brixington Lane Exmouth EX8 5DL
Type of service:	Care home services with nursing
Date the review was completed:	May 2011
Overview of the service:	<p>Knappe Cross is a 42-bed care home for older people with nursing needs. Thus Registered Nurses are part of the care team, throughout the day and night.</p> <p>In a semirural area of Exmouth, the house is a 3-storey Grade 2 listed building, which has been extended to include a large 2-storey annexe. It is situated in its own grounds, with gardens, patio areas, ample parking and some views to the sea. The home has several lounges and sitting areas, a dining room and a 'function room'.</p>

	<p>Two small passenger lifts link the floors, one in the main building and one in the extension. There are 34 single bedrooms and 4 double bedrooms. All but two of the rooms have ensuite facilities.</p> <p>Information about this service, including our previous reports, is available from the home by contacting them directly.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Knappe Cross was not meeting one or more essential standards. Improvements are needed.

The summary below describes why we carried out the review, what we found and any action required.

Why we carried out this review

We carried out this review because concerns were identified following the death of a person using the service which had resulted from a fall from a wheelchair. We looked at concerns we had in relation to:

- Care and welfare of people who use services
- Safeguarding people who use services from abuse
- Safety, availability and suitability of equipment
- Requirements relating to workers
- Staffing
- Assessing and monitoring the quality of service provision
- Records

How we carried out this review

We carried out a visit on 18 January 2011, when we observed how people were being cared for, talked to 2 staff, the manager, checked the provider's records, and looked at records of people who use services.

We did not speak directly with anyone who uses the services on this occasion.

What people told us

Staff told us that they receive regular training to enable them to support people safely. They also told us that although they sometimes feel more staff are needed, in general there are enough staff available to safely meet people's needs.

The manager told us about systems that are in place in order to check the quality of care provided at the home.

What we found about the standards we reviewed and how well Knappe Cross was meeting them

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

Care plans reflect the needs of people who use services and ensure they receive effective care and treatment.

- Overall, we found that Knappe Cross was meeting this essential standard.

Outcome 7: People should be protected from abuse and staff should respect their human rights

People are protected from abuse.

- Overall, we found that Knappe Cross was meeting this essential standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

Some wheelchairs are not being used correctly or safely which places people at risk of injury.

- Overall, we found that improvements are needed for this essential standard.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

The level of staff training provided ensures staff the up to date knowledge to enable them to provide effective care.

- Overall, we found that Knappe Cross was meeting this essential standard.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

Although staffing levels are generally adequate care must be taken to ensure that there are enough staff on duty at all times to ensure people are safe.

- Overall, we found that Knappe Cross was meeting this essential standard.

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

There are systems in place for monitoring and maintaining the quality of care provided.

- Overall, we found that Knappe Cross was meeting this essential standard.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

Records are well maintained.

- Overall, we found that Knappe Cross was meeting this essential standard.

Action we have asked the service to take

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

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 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
We did not speak directly with anyone using the service on this occasion.

We looked at only one care file and we found this to be up to date and relevant. Staff that we spoke with were knowledgeable about the individual and felt they had enough information to help them with personal care needs.

Other evidence

Our judgement
Care plans reflect the needs of people who use services and ensure they receive effective care and treatment.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
We did not speak directly with anyone using the service on this occasion. This visit was made following the death of a person who had been living at the home. This person had fallen from a wheelchair and banged their head. They had been left unattended and there was no seat belt fitted to the wheelchair to prevent them falling forwards.
Staff that we spoke to had been on duty the morning of the incident and had helped the individual following the fall.
We found no evidence to suggest abuse had occurred on this occasion.

Other evidence

Our judgement
People are protected from abuse.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

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

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

There are moderate concerns with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us
We did not speak directly with anyone using the service on this occasion.

We spoke with staff about wheelchairs and their use within the home. Those wheelchairs that have been supplied for the use of individuals have seat belts fitted. However, those wheelchairs that have been purchased by the service for general use do not have seat belts fitted. Therefore, whenever the wheelchairs for general use are used people are at risk of falling from them.

Other evidence

Our judgement
Some wheelchairs are not being used correctly or safely which places people at risk of injury.

Outcome 12: Requirements relating to workers

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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us
We did not speak directly with anyone using the service on this occasion.

Staff we spoke with told us they had received training in many aspects of care including first aid, moving and handling and safeguarding adults. They also told us they had the opportunity to work for NVQs (National Vocational Qualifications).

Other evidence

Our judgement
The level of staff training provided ensures staff the up to date knowledge to enable them to provide effective care.

Outcome 13: Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with outcome 13: Staffing

Our findings

What people who use the service experienced and told us
We did not speak directly with anyone using the service on this occasion.

Staff we spoke with told us that on the morning of the incident there were the usual number of staff on duty, and although they sometimes feel they need more staff, that particular morning was no busier than any other.

Although no-one could tell us exactly what happened on that morning, it appears the member of staff who had taken the individual into the lounge was called away before transferring the person into another chair. The person was unattended for a few minutes only.

Other evidence

Our judgement
Although staffing levels are generally adequate care must be taken to ensure that there are enough staff on duty at all times to ensure people are safe.

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

We did not speak directly with anyone using the service on this occasion.

We spoke with the manager and she showed us plans that have been drawn up to maintain the quality of care provided at the home. We were also shown questionnaires that had been completed by people living at the home and their representatives, which had formed the basis of the plan.

The manager told us that she receives good support from her line manager who visits approximately once a month and who is always contactable by telephone.

Other evidence

Our judgement

There are systems in place for monitoring and maintaining the quality of care provided.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with outcome 21: Records

Our findings

What people who use the service experienced and told us
We did not speak directly with anyone using the service on this occasion.

The provider had notified the Commission in line with the relevant regulations about the incident and subsequent death of the person.
An accident record had also been completed and the Health and safety Executive notified appropriately.

Other evidence

Our judgement
Records are well maintained.

Action we have asked the provider to take

Compliance actions

The table below shows the essential standards of quality and safety that **are not being met**. Action must be taken to achieve compliance.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care.	16	11 safety, availability and suitability of equipment
	How the regulation is not being met: Some wheelchairs are not being used correctly or safely which places people at risk of injury.	

The provider must send CQC a report that says what action they are going to take to achieve compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 28 days of this report being received.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance actions are complete.

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 Adult 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
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