

Review of compliance

Winnie Care (Macclesfield) Ltd Genesis Care Home	
Region:	North West
Location address:	197 Peter Street Macclesfield Cheshire SK11 8ES
Type of service:	Care home service without nursing
Date of Publication:	February 2012
Overview of the service:	<p>Genesis is a three-storey care home for people over 65 years of age. The home is owned by Winnie Care (Macclesfield) Ltd and is located in Macclesfield. It is close to the local shops and other community facilities.</p> <p>There are 42 single bedrooms all of which have en-suite facilities; each floor has a lounge and dining area and access between floors is by a</p>

	passenger lift or one of the staircases.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Genesis 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 as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 16 January 2012, 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

We spoke with twelve of the people who lived at Genesis and a visiting relative. Those people that were able to say spoke positively about the home and the people who were working there.

Comments included; "I have settled in, the staff are very good, it is quite excellent", "The carers are lovely, they always treat me with respect", "I have porridge for breakfast but like a bacon butty on a Saturday and Sunday", "The food is excellent, the cutlery is always properly washed, I am really fussy about this", "The staff members are very good; they always treat us with respect and we enjoy a laugh", "Wonderful staff, no complaints, it's a good home", "The staff are looking after me well".

The visiting family member we spoke to said; "The home was recommended to me by friends, the staff members seem very caring and welcoming, they are always smiling".

Before we visited the home we spoke with Cheshire East contracts monitoring officers. They told us that they did not have any concerns about the home.

What we found about the standards we reviewed and how well Genesis 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

People's needs are assessed before they move to Genesis so they know their needs can be met and they are being treated with respect and their dignity maintained whilst living

there.

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

People using the service can be confident that their care and support needs will be met whilst living at Genesis.

Outcome 05: Food and drink should meet people's individual dietary needs

We found that the food provided was very good and plentiful and alternatives were available if people wanted something different.

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

People who use the service are protected from abuse.

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

A robust staff recruitment process is in place, which helps to ensure that people are supported by staff members who are fit to care for them.

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

The service provides enough staff with the right qualities to meet people's needs.

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

People using the service can be confident that they are being supported by competent and well trained staff members.

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

The organisation has systems in place to monitor the quality of the service provided.

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 people who were able to say told us that they were being treated well by the staff members supporting them and that they were involved in all aspects of their care. A person who had recently moved into Genesis said; "I have settled in, the staff are very good, it is quite excellent".

A visiting family member told us; "The home was recommended to me by friends".

Other evidence

The home provides a range of information to prospective residents; these are presented in a statement of purpose and service user guide for anyone who is either choosing or moving into a care home. This information plus a brochure should provide sufficient information for anybody who is thinking of moving into the home.

Anyone moving into Genesis would receive a pre-admission assessment to ascertain whether their needs could be met. This would be done wherever the person was; this could include their own home or another care setting such as a respite centre or a hospital. As part of this process the home would also get the person's family, social worker or other professionals to add to the assessment if it was necessary. We looked at some of the pre-admission paperwork that had been completed for people currently

living in the home and could see that the assessments were thorough and included information about personal preferences and choices such as, what time to get up and to go to bed and mealtime likes and dislikes.

During our visit we saw that the relationships between people using the service and staff members were warm, friendly and respectful.

Our judgement

People's needs are assessed before they move to Genesis so they know their needs can be met and they are being treated with respect and their dignity maintained whilst living there.

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

The people using the service who were able to tell us said that they were happy living in the home. Comments included; "The carers are lovely, they always treat me with respect".

A visiting family member we spoke to said; "The staff members seem very caring and welcoming, they are always smiling".

Other evidence

Each person using the service has a care plan that is written from the information gathered during the assessment. The plans should provide the details of the individual's needs, any risks identified and the care that they require.

We looked at some of these to see what support people needed and how this was recorded. We saw that each plan was personalised and reflected the needs of the individual. We also saw that the plans were written in a style that would enable the person reading it to have a good idea of what help and assistance someone needed at a particular time. All of the plans we looked at were well maintained and were up to date. Visits from other health care professionals, such as GPs and district nurses, were recorded so staff members would know when these visits had taken place and why. The reviews were detailed, as were the daily records, so staff would know what changes, if any, had been made.

Risk assessments are carried out and kept under review so the people who live at the

home are safeguarded from unnecessary hazards. We could see that the home's staff members were working closely with the person and, where appropriate, their representatives. This ensures that the management of risk is balanced against safety and the person's rights to live a fulfilling lifestyle without unnecessary restriction.

The staff members we spoke to could show that they had a good understanding of the people they were supporting and they were able to meet their various needs. We saw that they were interacting well with people in order to ensure that they received the care they needed. The relationships we saw were warm, respectful, dignified and with plenty of smiles.

Although the home does not currently employ an activities co-ordinator there are a wide range of social and other activities organised by the staff members. Information about these is on display in various parts of the building. They include both in-house and external events such as trips out.

Our judgement

People using the service can be confident that their care and support needs will be met whilst living at Genesis.

Outcome 05: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

* Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with Outcome 05: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

All of the people we spoke to during the visit said that the standard of food was good, there were choices and they had plenty to eat. One person told us; "I have porridge for breakfast but like a bacon butty on a Saturday and Sunday". Another person said, "The food is excellent, the cutlery is always properly washed, I am really fussy about this".

Other evidence

As part of the care planning system a nutritional assessment had been filled in so that care staff would know if anyone was at risk of losing weight. We saw that weights were being recorded on a regular basis to make sure that people were staying at an appropriate weight for them.

Meals are provided by a catering team who make everything in-house. All food is freshly prepared. The main meal is in the evening and a lighter meal is provided at lunchtime. The main choice for the lunch menu on the day of our visit was home made asparagus soup, a good selection of sandwiches and home made artic roll. We did see people choosing other options such as beans on toast. During our visit we saw that people who needed some assistance with their meal were supported in a warm, dignified and respectful way. The people using the service can have a variety of breakfasts, including a cooked one. Menu's are very flexible and are based on the likes and dislikes of the people living in the home. We saw that choices were available and special diets could be provided if needed. Drinks and snacks such as fresh fruit are readily available whenever anyone wants them. This was confirmed by the people we spoke to during our visit.

Our judgement

We found that the food provided was very good and plentiful and alternatives were available if people wanted something different.

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

Before we visited the home we spoke with Cheshire East contracts monitoring officers. They told us that they did not have any concerns about the home.

Other evidence

The home has an adult protection procedure [now called safeguarding] that complies with all of the relevant legislation and good practice guidelines. This is designed to ensure that any possible problems that arise are dealt with openly and people are protected from possible harm.

The home manager is aware of the relevant process to follow if there was a safeguarding issue. She would notify us of any relevant incidents and would also report them to the safeguarding coordinator at the local authority.

Staff members receive training in recognising abuse and how to report an incident of abuse or a suspicion of abuse. This was confirmed by the staff members on duty during our inspection. Training is also reinforced during staff meetings.

CQC has not received any safeguarding referrals.

Our judgement

People who use the service are protected from abuse.

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

The people we spoke to were positive about the quality of the staff at the home. Comments included; "The staff members are very good; they always treat us with respect and we enjoy a laugh".

Other evidence

From the staff records we looked at we were able to see that the staff currently working for the home had been appointed correctly. That is, all of the appropriate checks and references, including obtaining Criminal Record Bureau disclosures [CRB's], had been carried out; they had received a proper induction and they were receiving regular training.

The management team at Genesis believe that the recruitment of good quality staff members is an integral component in delivering an excellent service. The result of this is that the current team have the skills, knowledge and experience to meet the diverse needs of the people using the service.

The staff members we spoke to were very positive about the home and the quality of care it was providing to people.

Our judgement

A robust staff recruitment process is in place, which helps to ensure that people are supported by staff members who are fit to care for them.

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

One of the people using the service told us; "Wonderful staff, no complaints, it's a good home". Another person said; "The staff are looking after me well".

Other evidence

We do not have any concerns regarding either the numbers or suitability of the staff members working at the home. The staff members we spoke to were very positive about the home and the standard of support that people were receiving. Comments included; "The home has a good manager", "The home runs very well".

Our judgement

The service provides enough staff with the right qualities to meet people's needs.

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

We did not receive any direct comments about this outcome area.

Other evidence

New staff members undergo an induction programme during which time they shadow existing staff members and are not allowed to work un-supervised [shadowing is where a new staff member works alongside either a senior or experienced staff member]. This induction includes their mandatory training and an introduction to the job they will be doing.

The staff members we asked said that they were receiving regular training and in their opinion it was of a very good standard. The service keeps a record of the training provided so that they are aware when an individual staff member's mandatory training is due.

The staff members have annual appraisals and regular one to one supervision meetings [these are regular meetings between an employee and their line manager to discuss any issues that may affect the staff member; this would include a discussion of ongoing training needs]. Staff meetings are held regularly.

Our judgement

People using the service can be confident that they are being supported by competent and well trained staff members.

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 do not have any direct comments with regard to this outcome area.

Other evidence

The home has an established quality assurance system which is based on seeking and acting on the views of the people who use the service.

This includes questionnaires that are sent to people living in the home and their representatives. The finding from the most recent survey that was carried out in October 2011 of this year was on display around the home. The first paragraph of this document which was in large print states; "We are developing a comprehensive internal and external audit programme by which we are continuously seeking to improve services".

Senior members of the organisation visit the service and speak to the people living there on a regular basis.

Audits are carried out regularly; these included audits on care plans, accidents, menu's to ensure people are still happy with the food provided and the kitchen, the management of medication. Infection control, fire precautions and health and safety.

We do not have any concerns regarding the quality assurance arrangements in place.

Our judgement

The organisation has systems in place to monitor the quality of the service provided.

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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