

# Review of compliance

Landona House Limited Landona House	
<b>Region:</b>	West Midlands
<b>Location address:</b>	Love Lane Wem Shropshire SY4 5QP
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	August 2011
<b>Overview of the service:</b>	Landona House provides accommodation for up to thirty people who require support and assistance to meet their personal care needs.

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

## Our current overall judgement

**Landona House 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 5 July 2011, checked the provider's records, 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

People told us that they love living at Landona House. People consider it to be their home.

We were told that,

"The home is first class. Staff can't do enough. It is a lovely place with lovely staff".

"I like it here, it is lovely. Staff are kind".

"I am looked after well and I am very happy here".

These comments reflected those made by others living at the home.

Relatives were equally complimentary. Everyone we spoke with referred to the people living and working at Landona House as being, "one big family". One person told us that getting their relative into the home, "was the best thing we've ever done".

Relatives and visitors spoke highly of the manager and the staff team. We were told,

"The staff team can't do enough for them".

"We have been made to feel very welcome".

"The staff go out of their way to help people."

"It is like coming into a second home when I visit"

One person said, "It is the best place ever" and went on to say that, "the manager is wonderful. Nothing is too much trouble".

## **What we found about the standards we reviewed and how well Landona House was meeting them**

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

People living at Landona House experience good quality care that meets their individual needs and wishes and is delivered in ways that they prefer

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

People living at Landona House can feel safe because staff are confident to recognise and report abuse and are aware of people's care and support needs and can meet them effectively.

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

People living at Landona House benefit from safe care and support due to the effective leadership within the home and ongoing formal and informal quality monitoring processes ensure that people's views about the service are listened and responded to.

## **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

Without exception people living at Landona House love living there. We were told,

"The home is first class. Staff can't do enough. It is a lovely place with lovely staff".

"I like it here it is lovely. Staff are kind".

"I am looked after well and I am very happy here".

Relatives were equally complimentary. Everyone we spoke with referred to the people living and working at Landona House as being one big family where they are always made welcome. One person told us that getting his relative into the home, "was the best thing we've ever done".

We were told that the home has a good reputation locally. Relatives and visitors spoke highly of the manager and the staff team. We were told,

"The staff team can't do enough for people".

"We have been made to feel very welcome".

"The home goes out of its way to help people."

"It is like coming into a second home when I visit".

One person said, "It is the best place ever" and went on to say that, "the manager is wonderful. Nothing is too much trouble".

People also told us that staff know how to meet their care and support needs and treat people with dignity and respect at all times. Our observations at the time of our visit supported this.

#### **Other evidence**

Records seen reflected staff discussions demonstrating that they were aware of people's care and support needs and likes and dislikes. Activities take place at the home daily, organised by dedicated staff. People told us that they enjoy the activities on offer which include group and one to one sessions.

A visiting health professional told us that staff communicate well with outside agencies. Relatives told us that they are involved in their family member's reviews and are fully consulted in relation to how needs should be met.

Overall people enjoy the meals. We were invited to share lunch with a group of people living at the home and it was a relaxed and social occasion where friends meet up and enjoy each others company. We were told that people can eat whenever they like and we observed people coming down for breakfast when they chose and one person, whose needs have recently increased, indicated to staff that they were still hungry after lunch and the staff member immediately responded with providing more food. A relative told us that the home provide packed lunches for people going out for the day.

#### **Our judgement**

People living at Landona House experience good quality care that meets their individual needs and wishes and is delivered in ways that they prefer

## 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

People told us that they felt safe living at Landona House. People felt protected by staff who knew how to meet their care and support needs and valued the fact that the manager and staff team are approachable to share worries or concerns.

##### Other evidence

Staff who spoke with us said that they knew what constituted abuse and said that they would be confident to recognise and report it. Staff told us they have received training in relation to abuse and the home's training matrix identified that the majority have staff have attended the Protection Of Vulnerable Adults training.

In discussions the manager demonstrated her competence to report alleged abuse and was aware of her role in relation to this process. Likewise staff were knowledgeable of people's needs and were aware of identified behaviours and how to manage them sensitively and safely. There have been no safeguarding referrals made in relation to the home within the last twelve months.

##### Our judgement

People living at Landona House can feel safe because staff are confident to recognise and report abuse and are aware of people's care and support needs and can meet them effectively.

## 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

People told us that staff ask them if they are happy or if they have any worries or concerns. One person told us that the home organises regular house meetings for anyone who would like to attend.

##### Other evidence

A staff member told us that she organises regular meetings to share information and ask for people's feedback on the running of the home. The minutes from the latest meeting were seen and they detailed that people are reminded of the home's complaints procedure. There have been no complaints received by us in relation to the home.

We were also told that a staff member speaks with everyone living at the home daily and that people tell her if they are happy or not. In addition, everyone has a key worker and staff were aware of their role in relation to making sure people's views and wishes were heard and actioned.

The home manager sent us a self assessment that identified a number of more formal ways in which people's views are gathered and the quality of the service monitored. For example regular audits take place in relation to medication, health and safety and care plans.

In the self assessment the manager wrote,  
"As well as a good system for logging and recording events, activities and feelings we

do the most important thing of all, which is to 'communicate'. We communicate constantly and know our residents and their families so well that we are always monitoring the quality of our service. We feel this is a 24 hour a day thing and we include all staff and service users in this monitoring and constant improving. We believe this is the reason we have so very few complaints, because we talk and listen with everyone all the time".

Our findings on the day of our visit reflected this to be the case.

**Our judgement**

People living at Landona House benefit from safe care and support due to the effective leadership within the home and ongoing formal and informal quality monitoring processes ensure that people's views about the service are listened and responded to.

# 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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