

Review of compliance

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| Norse Care (Services) Limited Weavers Court | |
| Region: | East |
| Location address: | Off Mount Street Diss Norfolk IP22 4QH |
| Type of service: | Extra Care housing services |
| Date of Publication: | October 2011 |
| Overview of the service: | Weavers Court is a Housing With Care service that accommodates older people living on the premises in their own flats, some of whom receive care under the registered activity Personal care. |

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

Our current overall judgement

Weavers Court 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 13 September 2011, checked the provider's records, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

When we visited Weavers Court, we were invited to see and to talk with two people who live in their flats on site and we spoke to another person in a communal area.

They all stated that they felt as if they were in a "five star hotel". They were very happy with the accommodation they live in. One of people told us: "You could not wish for anything better. They (staff) respond straight away when we call them."

The third person we spoke with explained that they were very confident that "staff know what they are doing," and all three of them confirmed that staff were very good.

One person stated that they were happy with the arrangement for medication, for the preparation of meals and the provision of cooked lunch on site.

All three people told us that staff helped them with the care according to the agreed care plans. One person had two allocated time slots, the other person had three and one person had one slot of time. All three stated that they could call staff any time, day or night, if any kind of emergency occurred.

All people with whom we spoke stated that they felt safe, well protected and very comfortable in this supportive environment.

All comments that people provided in the last survey related to minor issues about how to further improve service and provisions. For example, one of the comments was about cutting the branches of the tree in the communal garden. The manager explained that a gardener was already contracted for this and that only the right time for trimming the tree was being waited for.

What we found about the standards we reviewed and how well Weavers Court 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 who use the service are treated with respect and their dignity is fully promoted.

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

People who use the service experience appropriate care and support that both protects and promotes their health and welfare and living conditions.

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

People who use the service are protected from abuse and their rights have been appropriately respected.

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

People who use the service are ensured their needs are met by staff that are trained, competent and supported.

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 who use the service are provided with care and support that is monitored and assessed to ensure that they are provided with a good service and that their comments are listened 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 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

People that use the service provided very positive comments about the service. One of them stated, "You could not wish anything to be better. This is like a hotel." Another person told us, "They couldn't make it better even if they tried."

Other evidence

The manager explained that all people who use the service wanted to retain their independence and to do as much as they could for themselves. Staff provided the agreed support that varied from emotional and moral support to some level of personal care. Some people did not have any planned support or care, but the manager explained that staff helped them occasionally when they needed help or support.

The statement of purpose and the brochure also explained the nature of the service and helped people make the decision to move in. People knew what to expect when they move in. This document addressed a change of the provider due to re-organisation of Norfolk County Council services and explained that Norse, a new provider, would continue to offer the same level of service to all people who use the service.

The manager explained that changing all documents "would take some time", but added that the scheme prioritised according to the needs of people living on the

premises.

During our visit we saw several people enjoying their independence in their flats, where they could use their own kitchenette, organise time as they wished and socialise among themselves without staff interfering. One person had just been reading new information about a change of name of the provider to Norse.

All people confirmed that their dignity and privacy were fully respected.

Our judgement

People who use the service are treated with respect and their dignity is fully promoted.

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

People with whom we spoke told us that the service was really very good. One person stated, "You could not wish for anything better. They (staff) come straight away when you call them. They know us and know what to do." This person explained to us that they had been here 19 years and that their needs had changed and they required care in the last three years. The person continued to say: "Staff are marvellous. They are always here for us and will do all that we need."

Another person explained that staff knew people's needs and habits and helped them in a way the people living here wanted.

People told us that they knew about their care plans and risk assessments.

Other evidence

During the visit the manager reported that all care plans were up to date. She explained that as part of the initial assessment, each person's life history details were recorded to ensure an appropriate care plan was derived from all available information and in consultation with people and their representatives.

During the transition to the new provider's organisation, from April 2011, people who use the service had hardly noticed any change in their care as the same members of staff were providing their care.

People were notified in advance of the staff rota and who would be on shift, so that they

were fully informed.

The manager explained that the service also offered cooked meals for those that needed help. She added that MUST (Malnutrition Universal Screening Tool) training was planned to enhance care of nutrition for people living within the setting.

The kitchen staff told us that care staff always informed them when a new person moved in, citing their preferences and needs and emphasised if there were special needs identified. As an example she stated that currently there were two people on a special diabetic diet and two with the need for a soft diet.

When people who use the service commented on their ability to call staff any time, a staff member explained that pendant and call bells were used and improved people's safety.

Our judgement

People who use the service experience appropriate care and support that both protects and promotes their health and welfare and living conditions.

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 with whom we spoke told us that they felt safe and protected.

Other evidence

The manager reported that there were no incidents requiring the involvement of a Safeguarding team. She also stated that all staff attended safeguarding training.

The manager also told us that a rigorous recruitment procedure and checks carried out on all new staff helped ensure people's safety.

Regular contact with people's family members and other professionals involved in their care also helped ensure that people were appropriately safeguarded.

Our judgement

People who use the service are protected from abuse and their rights have been appropriately respected.

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

People who use the service did not comment on support provided to staff.

Other evidence

During the visit the manager explained that in addition to regular training for staff, the service offered extra support by ensuring staff received training on dementia and other subjects that helped prevent incidents.

During our visit we saw the recent records of staff undertaking Fire and First Aid training. The manager explained that training included subjects such as Catheter care, Use of Oxygen and training on eye drops.

The manager explained that most staff already held NVQ (National Vocational) qualifications. The service recently started considering the NVQ training with the newly introduced Diploma training, while still allowing three people who were already doing NVQ training to complete it.

The manager reported and staff spoken to confirmed that supervision and appraisals were held regularly and were up to date.

Staff commitment and willingness to cover shifts for each other demonstrated that they felt well supported, respected and skilled to do their job.

Our judgement

People who use the service are ensured their needs are met by staff that are trained,

competent and supported.

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's comments were checked and reviewed a year ago by the provider, when another, not very compatible Quality Assurance programme was in use. All comments seen were positive. The action arising from comments included engaging a gardener to deal with the issue of tree branches in the garden, which people had raised.

Other evidence

A new programme to collect people's views was in the development stage at the time of our visit. The manager was in a group which worked on revising questionnaires used to collect people's comments. The manager explained that, under the new proposed programme, external healthcare professionals would not be directly consulted, but that the comments book kept in the scheme would still allow these professionals to provide their comments.

In the latest survey, 93% of distributed questionnaires were returned with comments. An action plan was drawn up from these comments and final findings were reported back to people.

Regular "Tenants' meetings" where comments could be discussed in a group setting straight away are held. The minutes of the last meeting, from August 2011, were on the notice board.

Our judgement

People who use the service are provided with care and support that is monitored and

assessed to ensure that they are provided with a good service and that their comments are listened 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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