

Review of compliance

Cuerden Care t/a Cuerden Developments Cuerden Developments Limited - Cuerden Grange Residential Home

Region:	North West
Location address:	Cuerden Grange Residential Home 414 Station Road Bamber Bridge, Preston Lancashire PR5 6JN
Type of service:	Care home service without nursing
Date of Publication:	April 2012
Overview of the service:	Cuerden Grange residential home is in Bamber Bridge on the same site as it's sister nursing home. The residential home accommodates up to 67 people needing help with personal care. Most rooms are of single occupancy. The village centre is close by with amenities, such as, hairdressers. shops and a post

	<p>office. A supermarket, local pubs, churches, park and railway station are close at hand. A bus link to Preston and Chorley stops near the home and ample on site car parking is available.</p>
--	---

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

Our current overall judgement

Cuerden Developments Limited - Cuerden Grange Residential Home was meeting all the essential standards of quality and safety inspected.

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 4 April 2012, checked the provider's records, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

We spoke with a variety of people whilst we were at the home, including those using the service and their relatives. In general we received positive feedback about what life was like at Cuerden Grange and the facilities available.

Comments from people living at the home included:

"The staff are marvellous. I fell out of my chair once at night and the night staff were fantastic. They really looked after me well."

"I enjoy living here. It is such a friendly and pleasant atmosphere."

"My room is so comfortable and cosy. It is kept clean and tidy."

Comments from relatives included:

"My mum receives better care here than we could give her at home."

"It is a wonderful place. It is like home from home. We are always made to feel welcome when we visit."

What we found about the standards we reviewed and how well Cuerden Developments Limited - Cuerden Grange Residential 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

We found Cuerden Grange to be compliant with outcome 1.
Respecting and involving people who use services.

The privacy and dignity of people living at the home was consistently maintained. They were able to make choices and their independence was promoted as far as possible.

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

We found Cuerden Grange to be compliant with outcome 4.
Care and welfare of people who use services.

People's assessed needs were being met by the staff team, who had a good understanding of individual residents and the care they needed.

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

We found Cuerden Grange to be compliant with outcome 7.
Safeguarding people who use services from abuse.

The home had robust procedures in place which helped to ensure people were protected from abusive situations.

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

We found Cuerden Grange to be compliant with outcome 14.
Supporting staff.

The needs of people living at the home were met by a competent and well trained staff team.

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

We found Cuerden Grange to be compliant with outcome 16.
Assessing and monitoring the quality of service provision.

People living at Cuerden Grange benefited from a well managed home and there were systems in place to monitor the quality of 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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

We chatted with a good number of residents during our visit to this location. Those living at the home were very complimentary about the staff team, telling us they felt confident in their care workers and they were supported in the way they wanted to be.

People told us their privacy and dignity was always respected and they were able to make decisions about what they wanted to do. One person living at the home said, "The staff here are extremely respectful and they never speak down to me" and another commented, "I don't feel embarrassed about anything as they (the staff) allow me my privacy. Like when they are helping me to have a bath and they will knock on my door before they come in."

Other evidence

People moving into the home were provided with all relevant information about the facilities and services available to them. This enabled them to choose a variety of options and highlighted the flexibility of the daily routines whilst living at Cuerden Grange.

The policies and procedures of the home outlined the importance for respecting people's privacy and dignity. However, care records did not support this information,

although they did incorporate people's preferences and we did see staff treating people with respect whilst going about their daily duties.

Staff were able to discuss the needs of those living at the home well and they were confident in promoting individual choices and wishes. However, although the care files included a variety of preferences and choices, the plans of care could have been more person centred, to encompass individual needs within a holistic approach to care.

It was clear relatives felt very welcome to the home and were familiar with the staff team and the registered manager. We were given good examples of residents being provided with the opportunity to make a variety of choices.

We sat in the communal areas of the home for some time and noted people were treated in a dignified manner and were supported to maintain their independence, with verbal encouragement being regularly provided.

It was suggested all plans of care be reviewed and updated to incorporate the importance of privacy and dignity, particularly during the provision of intimate personal care and treatment.

Our judgement

We found Cuerden Grange to be compliant with outcome 1.

Respecting and involving people who use services.

The privacy and dignity of people living at the home was consistently maintained. They were able to make choices and their independence was promoted as far as possible.

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

We noted people living at Cuerden Grange looked well cared for, showing they were being supported to maintain good standards of personal hygiene and appearance. People told us their needs were being met by a dedicated and caring staff team.

Comments from residents included:

"They (the staff) ask me if I want a bath and they help me to get in and out of it. They use one of those hoists, which is marvellous. I don't want them having to lift me in case one of them hurts their back."

"I don't get bored, although I prefer to stay in my bedroom. I like reading and watching TV. I have had my hair done today and my family visit often."

"There is always something going on. The ladies who sort out the activities are very good. They make it enjoyable."

Other evidence

The needs of people wishing to move into the home had been carefully assessed before a decision was made to arrange a placement. This ensured the staff team were able to provide care and support needed by each individual. Information had also been gathered from other professionals involved with the care of people moving in to Cuerden Grange, so a clear picture of assessed needs was developed.

Following admission to the home care plans had been drawn up based on the needs identified during the pre-admission process, which included risk assessments in areas such as pressure care, falling, moving and handling and nutrition. Staff spoken with had a good understanding of what people needed.

We looked at the care records of four people living at the home and found care plans to be of a standardised format. These could have been more specific to people's needs and could have contained more person centred information. For example, vague terminology was regularly used, such as, 'when required' and 'as necessary' and comments like, 'enjoys watching TV' or 'hand problems.' were evident, which did not provide staff with clear guidance about the health, personal and social care needs of each individual.

The plan of care for one resident, who had lost weight prior to their recent admission told staff to record her fluid and dietary intake. However, this instruction was not being followed in day to day practice, so that her nutritional status could be closely monitored.

We discussed the care planning process with the management team, who had already identified the shortfalls and were in the process of introducing a new care planning system, which we were told would be more person centred and specific to people's needs.

One member of staff told us, "If I am not sure about something I can go and have a look at the care plans or I can ask one of the senior staff, manager or deputy. They are allvery helpful."

Although the plans of care did not contain detailed guidance for staff, they had been reviewed every month, or more frequently if needed with the involvement of the individual concerned or their relative. Any changes in circumstances had been recorded. People we spoke with told us they felt safe whilst care and treatment was being delivered.

It was quite evident the home sought advice from a wide range of external professionals, so people's health care needs were being fully met. A District Nurse and CHES (Care Home Effective Support Services) Nurse were on site at the time of our visit.

The CHES Nurse told us she held clinics at the home at least every week, so that anyone with medical problems could be reviewed, although she often called in to see people inbetween clinics as was required. This was considered to be good practice. We observed one member of care staff providing feedback to a family about a resident's medical condition. The explanations were given in a very clear and confident manner. The member of staff showed concern and empathy, whilst maintaining a professional attitude, which was very pleasing to see.

One visiting professional commented, "This is a genuine caring home. The staff are excellent. They know what they need to do for people and are very quick off the mark when it comes to assessing people's health care needs and getting the right people involved. Routine checks are done on new residents and the home works well with other departments. It is fabulous. I love being involved with this care home."

It was pleasing to see the home had contingency plans in place, should an emergency situation arise.

Those living at the home appeared comfortable to engage with staff members and we received positive feedback from those we spoke with, who told us their needs were being met and staff were kind, caring and considerate.

Good social histories had been recorded within the care files, which included things of importance to people and how best to support those living at the home. However, plans of care had not been developed about people's social interests to show how they were encouraged and supported to maintain their hobbies whilst living at Cuerden Grange.

Two activity co-coordinators were employed, who were responsible for planning and implementing a variety of leisure activities both inside and outside the home. A programme was prominently displayed, showing a variety of Easter activities, including visiting entertainers. At the time of our visit one group of people had chosen the activity they preferred to do that afternoon and were busy plate painting. Another group were deciding which film they would like to watch on TV.

The 'wishing well' programme was explained to us. Residents are able to make wishes, which are achievable, such as, a visit to a certain place or to be served a particular food and their wishes are then granted wherever possible by the home.

Despite the shortfall in person centred documentation we were satisfied people were receiving the care they needed from observation and through discussions with people using the service, their relatives, visiting professionals and staff.

A member of staff explained to us in detail how one resident was supported and how her care was delivered. However, this clear information was not reflected within the individuals plan of care. It was suggested the management of the home continue with their intentions of introducing a more person centred care planning system. This would help to encompass a holistic approach to care planning and to ensure people's needs are accurately reflected.

Our judgement

We found Cuerden Grange to be compliant with outcome 4.
Care and welfare of people who use services.

People's assessed needs were being met by the staff team, who had a good understanding of individual residents and the care they needed.

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

We did not receive any specific comments from people living at the home about this outcome area. However, those we spoke with told us staff treated them with respect and they felt safe and protected whilst living at Cuerden Grange.

Other evidence

A range of policies and procedures addressed the importance of whistle blowing, staff codes of conduct and the rights of people living at the home. Clear information was also readily available for staff outlining necessary measures to safeguard people living at Cuerden Grange.

Staff members spoken with confirmed they had received training in safeguarding vulnerable adults and this information was supported by records seen.

The manager of the home and her staff were confident about the correct procedure to follow, should there be any allegations of actual or suspected abuse raised within the home.

Our judgement

We found Cuerden Grange to be compliant with outcome 7. Safeguarding people who use services from abuse.

The home had robust procedures in place which helped to ensure people were protected from abusive situations.

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 we spoke with who lived at Cuerden Grange were very complimentary about the staff team and the management of the home, telling us staff were competent and did their jobs well.

One resident told us, "The staff are a great bunch. They are very sympathetic and caring" and another commented, "There are a lot of bank staff used, who don't know us. They are alright, but they just do what they have to do. The other staff who work here all the time are lovely and will do anything for me."

A visitor said, "My relative gets all the care she needs from well trained staff" and another stated, "You couldn't find a better lot of staff anywhere."

Other evidence

We observed staff going about their duties in a cheerful and pleasant manner throughout the day and those living at the home appeared comfortable in the presence of their carers.

Records showed staff had completed an induction when they first started working at the home. The initial basic programme lasted a few weeks, which was then followed by a more in depth workbook to ensure all relevant areas were covered thoroughly.

The training matrix and certificates on staff files showed a range of training was provided, including regular updates, such as, moving and handling, fire safety, food hygiene, health and safety, infection control and safeguarding vulnerable adults.

Records showed staff were appraised every year and met formally with their line manager at regular intervals. This enabled them to discuss work performance and identify any further training needs.

Staff we spoke with told us they enjoyed their work at Cuerden Grange and felt well supported by senior staff, the registered manager and the owners of the home. They gave us good examples of training they had completed, including National Vocational Qualifications (NVQs), which a good percentage of staff had achieved.

One member of staff said, "I am very well supported by the managers of the home. I do all the mandatory training and am also able to do additional training in relation to my role at the home."

Our judgement

We found Cuerden Grange to be compliant with outcome 14.
Supporting staff.

The needs of people living at the home were met by a competent and well trained staff team.

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 receive any specific comments from people living at the home about this outcome area. However, people we spoke with were, in general, complimentary about the service provided and felt the home was being well managed.

Other evidence

People living at the home, their relatives and staff had been involved in regular meetings and were very aware of the management structure of the home.

A variety of people had completed questionnaires expressing their views about how they felt the home was performing, so any issues highlighted could be investigated and promptly addressed. The results of these surveys had been produced in a pie chart format for easy reference.

A wide range of detailed audits and risk assessments had been regularly conducted, showing systems had been put in place in order to monitor the quality of service provided and to reduce the possibility of injury to people living at the home.

A detailed business plan was in place and the home had been accredited by an external assessor, showing Cuerden Grange was periodically audited by an outside professional body, to ensure good standards were consistently maintained within the home.

The policies and procedures were in the process of being reviewed and updated, to

ensure staff were provided with up to date information and current guidance.

We looked at a random selection of service certificates, which showed systems and equipment had been appropriately checked, so the health and safety of people living at the home was protected. Accidents had been recorded well, so the manager was able to audit and monitor their frequency and identify any recurring patterns.

Fire safety procedures, risk assessments and checks had all been conducted to ensure people knew what to do in the event of a fire.

Clinical Waste was being disposed of in the correct manner to ensure the risk of cross infection was minimised.

Staff spoken to felt they were well supported by the managers and owners of the home. One staff member said, "Cuerden Grange is a well run home and I love working here."

One relative told us, "Sometimes there are no staff around. We have to go searching for them if we need anything" and a resident commented, "There aren't enough staff. I can buzz, buzz and buzz my call bell. It takes staff a long time to come and if I need to go to the toilet it is too long to wait, so I try to get there myself." We discussed these comments with the deputy manager and area manager of the home and advised they look in to the issues raised, providing us with feedback of their findings.

Our judgement

We found Cuerden Grange to be compliant with outcome 16.

Assessing and monitoring the quality of service provision.

People living at Cuerden Grange benefited from a well managed home and there were systems in place to monitor the quality of 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA