

Review of compliance

Mrs Claire Louise Davidson & Mr Karl James Davidson t/a Freestones Residential care Home
Freestones Residential care Home

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| Region: | East Midlands |
| Location address: | 85 Finedon Road Irthlingborough Wellingborough Northamptonshire NN9 5TY |
| Type of service: | Care home service without nursing |
| Date of Publication: | December 2011 |
| Overview of the service: | Freestones is located close to the centre of Irthlingborough in Northamptonshire. Accommodation and personal care is provided for up to 19 older people with a range of needs, including people with dementia. |

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

Our current overall judgement

Freestones Residential 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 15 August 2011, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

We spoke with four people who were able to comment on the care they receive from staff. They told us they were content living at Freestones and said the staff are kind and attentive. They all said the staff are polite and respectful, especially when helping them with their personal care.

Comments included, for example;

- "The carers are lovely, you could not wish for better."
- "They do a really good job looking after us all."
- "I am happy to stay in my room, it is my choice though. It suits me."

What we found about the standards we reviewed and how well Freestones Residential 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

Each person is helped to make choices within their capabilities and they are treated with dignity and respected as individuals.

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

People get the support and care they need. They are encouraged to retain as much independence as their capabilities allow.

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

People are protected from the risk of harm or abuse of their rights. Staff know what to do if they have to deal with concerns about a person's wellbeing or safety.

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

Care workers and other staff get the managerial support and training they need to enable them to carry out their duties 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 benefit from having their care regularly reviewed so that appropriate decisions can be made about changes that may be needed.

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

We were told that people are encouraged to do what they can for themselves. One person said, "They never rush me. They are very patient. I like to do what I can." Another person said that staff always explained what they were doing. "If I am unsure about anything the carers help me decide. They make suggestions, they let me choose how I like things done."

Other evidence

People were dressed in the clothes they had chosen to wear.

We saw staff conversing with people and using their preferred name. People told us that staff had asked them in the past if they minded being called by their first name.

We were told that people make their own choices about joining in with organised activities. One person said, "They tell us what is going on and ask us if we fancy getting involved. It is up to us."

Some people told us they like to spend time in their own room rather than in the communal lounges.

One person said, "If I do not want to join in I just say. They always listen and let me do what I prefer."

Everyone we spoke to said staff are polite and show them respect. One person said, "The carers have to help me use the toilet but they do their best not to make me feel

embarrassed."

We spoke with staff who were able to demonstrate through discussion that they are mindful of people's dignity when they are helping them with personal care needs such as bathing or undressing for bed.

Our judgement

Each person is helped to make choices within their capabilities and they are treated with dignity and respected as individuals.

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 four people we spoke with said they enjoyed their meals and that if they want to they can eat their food in their own room. They said the food is served hot, there are choices and staff ask them what they like. We saw records of people's preferences and favourite foods, as well as anything they should avoid eating.

Visitors can come to the home at any reasonable time and people told us their relatives always feel welcome.

Each person we spoke with was happy with their care. They said the carers are attentive and respond promptly if they have to press their call buzzer for help.

Other evidence

Each person has a care plan. We saw examples which were up to date and had been agreed with the person. People told us they had been involved in setting up their care plan. Each person's care plan sets out the information and guidance staff need to be able to do their job effectively and with sensitivity to that person's individuality.

We saw examples of daily records. These records are kept up to date by staff and set out the care that has been provided that day and what, if any, further action needs to be taken if someone is unwell.

The people we met with in their own bedroom had personalised their room with family photographs and possessions that are important to them.

Freestones is pleasantly decorated throughout and the furnishings and décor contribute to creating a homely environment. Rooms and communal areas were free from unpleasant odours.

We saw staff engage with people. They were cheerful and let people move at their own

pace. Staff were seen to go about their duties purposefully but always with time to stop and converse. There was no sense that staff were 'flustered' or 'in a rush' to get things done.

Our judgement

People get the support and care they need. They are encouraged to retain as much independence as their capabilities allow.

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 they knew how to complain if they needed to. They said they would be happy to talk to the manager or any of the staff if they were worried or unhappy. They all said they had confidence in the staff and that they felt safe living at Freestones.

Other evidence

We spoke to three staff individually and they confirmed they had been given training in safeguarding vulnerable adults. They said they knew what to do if they suspected someone was being ill treated or if they thought someone was being put at risk because of poor working practices. We saw examples of certificates of attendance at training relating to safety matters, such as food hygiene, moving and handling techniques, and first aid. They confirmed they were up to date with all their mandatory training.

Staff told us their manager is always available if they are concerned about a person's welfare.

There is information and contact details available to people on how to complain or make their voice heard.

Staff were able to demonstrate through discussion that they understand what is expected of them when supporting and caring for people who may lack the capacity to make informed decisions about their care.

Our judgement

People are protected from the risk of harm or abuse of their rights. Staff know what to do if they have to deal with concerns about a person's wellbeing or safety.

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 told us they had confidence in the staff. One person said, "All the staff get on well with each other. I think it is a happy home because they all do really care about us."

Other evidence

Staff told us they get the supervision and guidance they need from their line manager. There was documentary evidence that the manager schedules regular formal and informal supervision meetings with individual staff as well as organising team meetings where care topics can be discussed. Individual meetings are used to assess how well the staff member is doing their job and to identify any further training they may need. We saw examples of training records for individual staff members.

Staff told us that when they come on duty there is a 'handover' period when information about what needs to be done is shared and documented. We saw examples of the records being kept and they appeared up to date. This means that people can be assured of getting the support and attention they need from staff arriving on duty.

We spoke with staff who told us they are required to keep up to date with their training by attending regular 'refresher' courses, for example in safe moving and handling techniques. Staff have also been encouraged to attain qualifications, such as the National Vocational Qualification (NVQ) in care practice.

The staff we spoke with said they get good support from their manager and find her easy to approach and ask for advice on care matters.

Staff told us there are always enough trained colleagues on duty to ensure they can cope with the demands of the day. We also saw copies of the current staff rota and it was evident from talking with staff that they knew who was in charge of each shift and

making decisions.

Our judgement

Care workers and other staff get the managerial support and training they need to enable them to carry out their duties 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

One person said, "I would soon speak up if I was unhappy with my care." People told us that the staff are always checking if they are okay, if they like things, if they are happy. We were told that the manager is good at finding out what people like and then working with the staff to make improvements.

Other evidence

Equipment used in the home, such as hoists, is regularly maintained. We saw examples of records kept to confirm when this was last done and what, if any, repairs or servicing was carried out.

The manager told us that because the home is a family business they are particularly keen to find out what relatives and visitors think of the home. We were told that suggestions for improvements are always welcome and questionnaires are regularly used to find out if people are satisfied with the standard of care.

Risks are identified and documented so that staff know what precautions need to be observed to help keep people safe. We saw examples of risk assessment documents.

These records set out the nature of the assessed risk and what needs to be done by staff to make sure there are no adverse outcomes for the people they care for.

We saw examples of care plans that had been updated to reflect agreed changes made with the person following reviews of their care.

Our judgement

People benefit from having their care regularly reviewed so that appropriate decisions can be made about changes that may be needed.

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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