

Review of compliance

<p>Esteem Care Limited Banksfield Nursing Home</p>	
<p>Region:</p>	<p>North West</p>
<p>Location address:</p>	<p>20 Banksfield Avenue Fulwood Preston PR1 3RN</p>
<p>Type of service:</p>	<p>Care Home With Nursing</p>
<p>Date the review was completed:</p>	<p>16/03/11</p>
<p>Overview of the service:</p>	<p>Banksfield is a detached, two storey, purpose built care home registered to provide nursing and residential care to a maximum of 42 residents.</p> <p>The home consists of a 20 bedded unit on the ground floor, providing nursing and residential care to male and female residents over the age of 65 years. On the first floor, known as the Cadley Suite, nursing and personal care is provided to a maximum of 22 residents with</p>

	<p>Dementia.</p> <p>The home is situated close to amenities including a church, shops, public houses and public transport.</p> <p>Qualified nurses and care staff are employed to care for residents on a 24 hour basis, including the provision of waking watch care throughout the night.</p>
--	---

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

What we found overall

We found that Banksfield Nursing Home was meeting all the essential standards of quality and safety we reviewed but, to maintain this, we have suggested that some improvements are made.

The summary below describes why we carried out the 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 and spoke with other agencies about the information they hold. We carried out a visit on 08/03/2011, observed how people were being cared for, talked to people who use the service and talked to staff. We checked some of the provider's records, and looked at records of some of the people who use the service.

What people told us

We were very fortunate in that we were able to speak to a large number of residents and relatives during our visit.

Not all residents were able to tell us their views, but everyone we met looked clean, well dressed and well cared for. People appeared content and relaxed in their surroundings and clearly got along well with their carers.

We received very positive feedback from almost everyone we spoke with during our visit.

A general theme that came from discussions with residents, relatives and staff was how much the home had improved since the new provider, Esteem Care Limited, had

taken over the service. People told us that they were very pleased with changes that had been made, especially the improvements made to the environment. Staff told us that the provider visited regularly and seemed to encourage and value the opinions of people who live and work at the home.

People who live at the home spoke very highly of the manager and carers and said that they felt well cared for and safe. Several residents also told us that they felt there was more going on in the home these days in terms of activities.

We chatted with one resident who was baking with the activities coordinator. She told us that she had recently been involved in lots of activities that she had enjoyed. We were very impressed with the activity coordinator's approach to planning events for residents. She was very clear that all residents would be given the chance to take part in activities, no matter how able they were to physically carry out the tasks involved. In addition, she gave us some examples of work she had done on a one to one basis with individual residents who did not want to join in group activities.

Several staff we spoke with commented on the new activities programme telling us that they were pleased that activities were now planned in a person centred way. One staff member who works on the unit for people with dementia felt that the improved activities programme had gone some way to creating a calmer atmosphere with less incidents between residents.

What we found about the standards we reviewed and how well Banksfield Nursing Home was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

People who use the service have the opportunity to be involved in their care planning and their views and wishes are respected.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

The right of people to make important decisions is respected and measures are in place to ensure that any decision made on behalf of a person using the service is done so in their own best interests.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

Staff have a good understanding of individual residents and the care that they need.

Outcome 5: Food and drink should meet people's individual dietary needs

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

People are provided with a varied and nutritious diet in line with their individual needs and preferences.

Outcome 6: People should get safe and coordinated care when they move between different services

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

People who live at the home benefit from well planned, coordinated care.

Outcome 7: People should be protected from abuse and staff should respect their human rights

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

Clear procedures and a positive reporting culture help to protect people who use the service from abuse.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

Improved procedures implemented by the home help to keep people safe from infection and also help to ensure people live in a pleasant environment.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

- Overall, we found that Banksfield Nursing Home was meeting this essential standard

The safe management of medicines helps to ensure people's health and wellbeing is promoted.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

- Overall, we found that Banksfield Nursing Home was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

People who live at the home have benefited from a number of improvements to their environment. However, the refurbishment plan needs to continue to ensure all areas of the home are of a good standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

People are provided with the equipment they need and measures are in place to ensure the equipment is well maintained and safe.

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

- Overall, we found that Banksfield Nursing Home was meeting this essential standard

The careful recruitment procedures carried out by the home help to ensure the safety and wellbeing of people using the service.

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

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

Staffing levels are flexible and determined in line with the needs of people who use the service.

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

- Overall, we found that Banksfield Nursing Home was meeting this essential standard

People receive their care from well trained and well managed staff.

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

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

There are systems in place to monitor the quality of service provided and the views of people who live and work at the home are encouraged and listened to.

Outcome 17: People should have their complaints listened to and acted on properly

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

People feel able to raise concerns and their concerns are taken seriously.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

- Overall, we found that Banksfield Nursing Home was meeting this essential standard.

Careful processes for creating and storing people's personal records help to protect their privacy and dignity.

Action we have asked the service to take

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

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 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We spoke with a number of residents and some relatives during our visit. Residents who were able to comment told us that they knew about their care plans and felt that their plans reflected their individual needs and wishes.

Residents told us that they felt confident in their carers and said that they were cared for in the way they wanted.

It was apparent when speaking to relatives that they had been fully involved in the planning of their loved ones' care. One relative told us that he spent a great deal of time at the home and explained that he was always kept fully updated about his relative's care. He also told us that he felt encouraged to express his opinion and that he felt his views were listened to.

Other evidence

In discussion the manager advised us that she had recently introduced a number of measures to help ensure that residents and where appropriate, their representatives, were able to contribute to their care plans. Such measures included the introduction of a written agreement between the home and residents regarding the level of involvement people wanted to have with their care plans and residents' wishes in terms of the frequency of meetings to review their care.

For some people who live at the home there is a greater challenge in ascertaining their views and opinions because they are not able to express them verbally. The manager has considered this and ensures that detailed information in relation to people's individual communication needs is included in their care plans. This helps carers understand people and the things that are important to them.

Throughout our visit we noted a high number of relatives attending the home at all points of the day. It was clear that relatives felt very welcome and were familiar with staff and the manager. One relative we spoke with commented on the fact that she was always made to feel very welcome. She went on to say that she felt the manager was extremely approachable and always available.

In discussion, the manager explained that she had recently started group meetings for residents and relatives, to give people the opportunity to express their views and opinions and be involved in the running and development of the home.

It was pleasing to see that residents and relatives had been involved in the recent refurbishment of the home, by helping to choose décor and colour schemes.

Our judgement

We found that there was compliance with this outcome.

People who use the service have the opportunity to be involved in their care planning and their views and wishes are respected.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us

One resident we spoke with told us that she felt confident that carers and the manager would support her to make her own decisions and that any decisions she made would be respected.

Other evidence

In discussion, the manager of this home demonstrated an in depth understanding of issues surrounding capacity and consent. The manager was able to give us several examples of very good practice that had taken place during which the home had worked closely with other agencies to ensure the rights of residents lacking capacity were upheld and promoted.

Detailed records are available of any restrictive practices used in the home as well as thorough care planning in relation to any decision made on behalf of a resident

and in their own best interests.

The manager and staff demonstrated a good understanding of people's rights as well as important legislation such as The Mental Capacity Act and Deprivation of Liberty Safeguards.

Training records in the home showed that some staff members had attended training in this area - the manager told us that further training was planned for remaining staff members.

Our judgement

We found that there was compliance with this outcome.

The right of people to make important decisions is respected and measures are in place to ensure that any decision made on behalf of a person using the service is done so in their own best interests.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

We received very positive feedback from the majority of residents and relatives that we spoke with. People told us that they felt safe and well cared for and that they were confident care staff understood their individual needs.

One resident said "I feel lucky to be here, they are so good to me," and a relative said "the good thing about this home is that the staff really do care about the residents and us relatives."

Some residents we met during our visit were unable to talk to us about their experiences. However, we noted that everyone we met looked clean, comfortable and content.

Other evidence

Information provided by the manager confirmed that the home use a detailed assessment and care planning process. Except in emergency circumstances, pre

admission assessments are carried out prior to the resident's admission. The manager commented that all efforts are made during this process to gain as much information as possible. This helps the manager to establish whether the prospective resident's needs can be met and if the home is right for them.

Detailed care plans are in place for all residents which include risk assessments in areas such as pressure sores, falling and nutrition. The home also attempt to complete a social profile which includes details about people's hobbies, relationships and significant events in their lives.

Recent improvements have been made to care planning which have resulted in better organised records and more straight forward recording. This assists staff in using care plans in a more efficient manner and also means that managers are able to monitor and audit people's care records effectively.

The manager is very skilled at ensuring that people's care plans are person centred and tailored to meet their individual needs. For example, we saw some very detailed information in people's care plans in relation to areas such as problem behaviours, that would assist carers in supporting people well.

One social worker we spoke with commented that this home seemed particularly good at working with people who had more complex behavioural needs. This was also a comment made by a relative who told us other care homes had not managed to support her family member but that at Banksfield her relative had been relaxed and happy.

Our judgement

We found that there was compliance with this outcome.

Staff have a good understanding of individual residents and the care that they need.

Outcome 5: 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 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

In general, residents that were able to comment told us they were satisfied with the quality and variety of food provided. One resident said "The food is lovely and there is always plenty of it."

We chatted with another resident who was baking with a staff member. She was clearly enjoying herself and said she was looking forward to sampling the finished product!

One relative we spoke with expressed some concerns about the quality of meals provided to people requiring soft diets. This was later discussed with the manager and we were able to confirm that she was aware of the concerns and attempting to address them.

Other evidence

The home use a process called MUST (Malnutrition Universal Screening Tool) for all residents. This begins with an assessment to identify if people are at risk of becoming malnourished. If risk is identified then measures are put in place to

address the risks and closely monitor the resident's weight and general wellbeing.

We saw some evidence of swift action being taken in response to concerns about individual residents. For example, weight loss of one resident had resulted in a prompt referral to the community dietician service.

We observed part of the lunch service on both units of the home. The event appeared relaxed and unhurried and there seemed to be ample numbers of staff to assist people who needed it.

The food looked nicely presented and residents appeared to enjoy their meals. We also saw some residents being served soft diets and noted that each part of the meal had been pureed and served separately so that it looked more appealing.

The manager advised us that all new catering staff had been employed at the home and that the new head cook was keen to revamp menus to provide more variety. We were advised that residents had been invited to take part in this process.

One resident at the home has specific dietary needs related to his religion. This was fully addressed in his care plan and we saw that the home worked closely with the resident's relatives to ensure that his dietary needs were met.

We discussed concerns that had been raised with us regarding the quality of soft diets with the manager. She was aware of these concerns and showed us the action she had taken, which had included requesting a dietician review for the resident concerned.

Our judgement

We found that there is compliance with this outcome.

People are provided with a varied and nutritious diet in line with their individual needs and preferences.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us

We spoke with some people about their experiences in accessing services outside the home. People confirmed that they were assisted by the manager of the home to obtain support from community services such as specialist health care, when they needed it.

One relative told us how the manager had arranged for support from the local palliative care team. She said that this support had been invaluable and commented that she hadn't been aware that this service was available until the manager of the home had advised her.

Other evidence

We received comments from a variety of professionals involved with the home, including social workers and contract monitoring officers. They told us that they found the manager very cooperative and helpful. People we spoke with also felt that the manager of the home was open and transparent about things that happened in the service.

We also noted that the home engage in various forums such as local safeguarding and infection control groups. Within these forums link people from the home have the opportunity to discuss developments and good practice with outside professionals and then ensure that the information they obtain is used to drive improvements within the home.

In viewing residents' care plans we found evidence that people living at the home are supported to access specialist care and support from various services in the community. Examples included residents who had been referred by the home for support from mental health, dietician and palliative care services.

Our judgement

We found that there was compliance with this outcome.

People who live at the home benefit from well planned, coordinated care.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People we spoke with told us that they felt safe and well cared for. People also said that they had confidence in their carers and that they were treated in a kind and respectful way.

A number of relatives spoke very highly of the manager and commented that she was always available and approachable. They also said that they would feel comfortable in raising any concerns they had about their loved ones' safety or wellbeing.

Other evidence

The home has a clear policy and procedures in place that provide staff with guidance to follow if an incident of abuse is reported or suspected.

Information provided by the manager confirmed that the home's safeguarding procedures are regularly updated to ensure that they reflect current guidance and

good practice.

Staff training records showed that training in the area of safeguarding is provided to all staff, including those who don't have caring responsibilities such as catering and domestic staff.

Staff who we spoke with understood the home's safeguarding procedures and were also aware of their individual responsibility to report any incidents or concerns. People told us that they were confident that the manager would support them in raising any issues and take any such reports seriously.

Other professionals we spoke with including social workers and those employed to monitor standards on behalf of local commissioners commented that the manager of the home was open and always reported any concerns through the appropriate channels immediately.

I

Our judgement

We found that there was compliance with this outcome.

Clear procedures and a positive reporting culture help to protect people who use the service from abuse.

Outcome 8: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

What we found

Our judgement

The provider is compliant with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

Several residents and relatives we spoke with commented on the improvements recently made at the home in terms of hygiene and cleanliness.

One relative told us "Its 100 per cent cleaner these days, you can tell as soon as you walk in the home."

Other evidence

In discussion, the manager confirmed that the home works in accordance with the Department of Health's Code of Practice on the Prevention and Control of Infection.

We were able to confirm that one of the senior nursing staff at the home is the designated link for infection control. She attends regular meetings in the community with health care infection control specialists and other health care workers. This means the home are kept updated about changes and developments in the area and guidelines for staff can be updated as necessary.

Records held in the home showed that almost all staff, including domestic workers

had received training in infection control. We were able to confirm that those staff who had not yet completed the training were due to do so in the near future. In addition, we were advised that all staff receive regular refresher training in infection control.

In previous inspections, concerns had been noted about the standard of cleanliness within the home and requirements were made to improve the situation. We were pleased to see a noticeable improvement in all areas of the home that we viewed during our visit.

The manager explained that she had implemented measures to ensure that the improvements were sustained in the future including regular audits and spot checks.

Our judgement

We found that there was compliance with this outcome.

Improved procedures implemented by the home help to keep people safe from infection and also help to ensure people live in a pleasant environment.

Outcome 9: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- Will have their medicines at the times they need them, and in a safe way.
- Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with outcome 9: Management of medicines

Our findings

What people who use the service experienced and told us

We spoke with one visitor who told us that the manager had acted promptly when she had expressed concerns about her relative's medication. She went on to say that the manager had promptly contacted her relative's GP to request a full review, which had resulted in some positive changes.

A resident we spoke with told us she was satisfied that her medication was managed properly. She also said that when the nurse gave medicines to her they would explain what each medicine was and what it was for.

Other evidence

The home's policies and procedures clearly identify the process for obtaining, storing, administering and disposing of medication within the service. Information provided by the manager confirmed that these policies are in line with current legislation and good practice guidance.

All medication within the home is administered by qualified nursing staff. In addition, nursing staff receive training in the management of medicines and are subject to regular competence assessments to ensure that they are able to deal with people's medicines properly and safely.

Some residents at the home are prescribed medicines on an 'as and when required' basis. It is important in these circumstances that carers have a full understanding of when the medicines should be given. We noted detailed care plans in place for this purpose which would help ensure people were given their medicines when they need them.

We were able to confirm that the manager has good systems in place to ensure the regular monitoring of stock and records. This is good practice and helps ensure that if any errors are made, they are identified and addressed quickly.

The home also has an untoward incident reporting policy which covers concerning incidents or near misses. This is another useful tool in identifying any issues and addressing them quickly and effectively.

Our judgement

We found that there was compliance with this outcome.

The safe management of medicines helps to ensure people's health and wellbeing is promoted.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

There are minor concerns with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

We received a number of comments from people using the service and their visitors about the many improvements recently made to the home. One resident told us how she and other residents had been involved in choosing décor and colour schemes. She said "Its like a new place, it's lovely."

Other evidence

Banksfield is a spacious home with accommodation and facilities across two floors. There are a variety of communal areas for residents to spend their time in including several lounges and dining areas.

It was immediately evident during our visit that a number of improvements had been made to several parts of the home. New décor, flooring and furniture in a variety of areas had resulted in a much more pleasant and homeley environment.

We received very positive comments about this from people who live and work at the home. One staff member said "We see the new owners investing in the home so we feel like they are investing in us and the residents as well."

The manager commented that the new provider of the home had been extremely pro active in making funds available for the refurbishment which had been much needed.

People also commented that the systems in place for staff to request items such as new furniture worked extremely well. One senior member of staff told us that he had experienced responses from the provider within 24 hours, agreeing to purchases of things such as new beds or mattresses.

At the time of our visit we noted that the refurbishment was not fully complete and there were still some areas of the home that required improvement. The manager showed us a twelve month plan which would see all remaining areas including outdoor space, addressed. She advised us that the provider had agreed that this plan could go ahead.

Our judgement

We found that there was a minor concern with this outcome.

People who live at the home have benefited from a number of improvements to their environment. However, the refurbishment plan needs to continue to ensure all areas of the home are of a good standard.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

- People who use services and people who work in or visit the premises:
- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
 - Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

We did not receive any specific comments about this area from people who use the service.

Other evidence

During our visit we viewed records that confirmed the manager arranges regular maintenance and safety checks on all equipment used within the home, for example lifting hoists.

We were also able to confirm through discussion, that the manager has processes in place to ensure that the use of all equipment is risk assessed and that training is provided to staff to ensure they are able to use equipment safely.

Care plans demonstrated that when a resident is in need of a particular piece of equipment, the home liaise with the appropriate professionals, for example

occupational therapists, quickly and effectively.

Our judgement

We found that there was compliance with this outcome.

People are provided with the equipment they need and measures are in place to ensure the equipment is well maintained and safe.

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

We did not receive any specific comments from people who use the service that relate to this area.

Other evidence

We looked at the personell records for several members of staff who had been recently appointed.

We found that the manager had carried out thorough processes including formal written applications and recorded interviews.

We were also able to confirm that the appropriate background checks had been carried out for all the staff - these included employment histories, references from previous employers and Criminal Records Bureau checks.

Our judgement

We found that there was compliance with this area.

The careful recruitment procedures carried out by the home help to ensure the safety and wellbeing of people using the service.

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

We spoke with a number of residents and relatives about staffing levels at the home. Nearly everyone we spoke with told us that they felt there were always enough staff on duty to meet people's needs.

We asked residents if there were always staff available when they needed them, to which they responded positively, also confirming that they did not have to wait an undue length of time for a response when they had requested help.

One relative told us that they felt staffing levels were not adequate to meet the needs of people who required a high level of basic care. This feedback was discussed with the manager who advised that processes were in place to assess staffing levels in line with people's individual needs and to regularly monitor them.

Other evidence

Throughout our visit we observed staff going about their duties. We observed various aspects of the daily routine including part of the lunch service on each unit.

Staff appeared to be coping well with their duties and we noted a number of occasions where staff had opportunities to spend time with residents carrying out various social activities.

All the residents we met looked clean, well dressed and comfortable.

We interviewed several staff members from each unit and discussed staffing levels. All the staff we spoke with told us that they felt staffing levels were ample and that there were always enough carers on duty to meet people's needs.

In discussion the manager advised us that processes were in place to roster additional staff when necessary. We saw evidence of a previous example whereby it had been identified that a resident required some one to one support to help keep her safe. We were able to confirm that additional staffing had been agreed by the provider to ensure that this support could be provided.

Our judgement

We found that there was compliance with this outcome.

Staffing levels are flexible and determined in line with the needs of people who use the service.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

Residents told us that they had confidence in their carers and were satisfied that carers understood their needs. One resident said "They are all grand, I'm safe in their hands."

Other evidence

Throughout our visit we observed staff going about their duties in a cheerful and pleasant manner. Staff appeared to be happy in their work and also appeared to get along very well with residents and their relatives.

We interviewed a number of staff who spoke highly of the manager and told us that they felt well supported and appreciated. People also confirmed that there was always senior staff members available to provide support and guidance. One staff member said "You would never have any concerns coming to the manager about anything, she is so easy to talk to and you know that she cares."

The manager advised us that processes are in place for formal supervision, giving

each staff member the opportunity to meet with a senior on a regular basis. Areas discussed in supervision include general performance, training needs and any concerns either party may have.

Records held in the home demonstrate that there is a positive approach to training. We were able to confirm that staff are provided with all the mandatory health and safety courses such as moving and handling and infection control. In addition, staff are provided with training in areas such as safeguarding and working with people with dementia.

Our judgement

We found that there was compliance with this outcome.

People receive their care from well trained and well managed staff.

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 we spoke with during our visit told us that they had felt increasingly involved in the running of the home since the new provider had taken over.

One relative said "They are holding meetings now where you can talk about anything you feel is important."

A resident told us how she had enjoyed being involved in choosing décor and colour schemes for the home.

Other evidence

A comprehensive quality assurance system has been introduced to help the manager and provider monitor all aspects of the service.

Monthly audits take place within the home in relation to a number of areas such as medication stock and records, complaints and accidents that have occurred and progress in areas such as training and staff supervision.

In addition to monthly audits, the manager makes regular spot checks on various aspects of care, including the quality of care planning and incidents of pressure sores, for example.

We noted that the manager had made efforts to involve people who use the service and their representatives in monitoring the quality of service provided. For example, meetings for residents and relatives have recently started during which areas such as mealtimes, activities and the home's refurbishment can be discussed.

During discussions throughout the day we received extremely positive feedback about the manager of the home. Many people we spoke with commented on her approachability and the fact that she was always available.

We saw evidence that the provider maintains close contact with the home. Several staff members and residents advised us that the provider regularly visited and during our visit we met a senior manager who had arrived to carry out quality checks on behalf of the provider.

There was a noticeable theme in discussions with staff about the provider's approach to the running of the home. Several people commented that the provider seemed genuinely committed to ensuring a good quality service. One staff member said "They seem very person focused, which is really reassuring."

Staff told us that the provider took time to speak with residents and also ask staff their opinions on various aspects of the service provided. One nurse told us "Not only do we feel like they have invested in the home, we also feel that they have invested in us."

Our judgement

We found that there was compliance with this outcome.

There are systems in place to monitor the quality of service provided and the views of people who live and work at the home are encouraged and listened to.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us

People we spoke with told us that they knew how to raise concerns and would be comfortable in doing so.

One relative commented that he felt the manager and staff would want to know if there was any aspect of the home he was not satisfied with so that they could put things right.

Other evidence

We were able to confirm that the home has a complaints procedure in place enabling people to express any concerns they may have. In addition, people are given details of external agencies that may assist in these circumstances including the Local Authority and the Care Quality Commission.

It was apparent that the manager maintained close working relationships with residents and their relatives and knew them well. Many people commented on the

approachability of the manager during discussions with us.

Records viewed confirmed that all complaints or concerns raised are recorded, as is the action taken by the home in response to them. In addition to demonstrating that the manager deals with complaints properly, this recording provides the manager with the opportunity to monitor and identify any themes or patterns that emerge.

Currently the complaints procedure for residents can be provided in a standard or large print format. We advised the manager to consider making the guide available in other formats such as easy read and audio to help ensure that everyone has access to it.

Our judgement

We found that there was compliance with this outcome.

People feel able to raise concerns and their concerns are taken seriously.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with outcome 21: Records

Our findings

What people who use the service experienced and told us

Several residents and relatives confirmed that they knew about the records kept about them in the home. People seemed satisfied that personal information would only be recorded where necessary and that such information would be treated with due respect for their privacy and dignity.

Other evidence

An explanation of what personal records are kept and how they are kept is provided to people in the home's Service User Guide. In addition the guide sets out the rights of people to view their records and the home's confidentiality policy.

We were able to confirm that all staff are made aware of and sign the home's confidentiality policy as a part of their induction to help maintain residents' privacy and dignity.

The home has secure office space as well as facilities to deal with confidential waste.

All records we viewed such as general communications and diary notes appeared to be properly written with appropriate terminology.

Our judgement

We found that there was compliance with this outcome.

Careful processes for creating and storing people's personal records help to protect their privacy and dignity.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Personal Care	15	10 – Safety and suitability of premises
	<p>Why we have concerns: We found that there was a minor concern with this outcome.</p> <p>People who live at the home have benefited from a number of improvements to their environment. However, the refurbishment plan needs to continue to ensure all areas of the home are of a good standard.</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent within 28 days of this report being received.

CQC should be informed in writing when these improvement actions are complete.

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 Adult 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