

Review of compliance

Rodwell Farm Nursing Home Limited Rodwell Farm Nursing Home	
Region:	South East
Location address:	Brox Lane Row Town Addlestone Surrey KT15 1HH
Type of service:	Care home service with nursing
Date of Publication:	November 2011
Overview of the service:	Rodwell Farm Nursing Home is registered in respect of Accommodation for persons who require nursing or personal care, Diagnostic and screening procedures and Treatment of disease, disorder or injury. The service provides nursing care for up to forty-six residents. It is set in extensive grounds, some of which have been used to create a sensory garden. Rodwell farm provides

	accommodation in single and shared rooms, many of which have en-suite facilities.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Rodwell Farm Nursing 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, talked to staff and talked to people who use services.

What people told us

During this site visit we had formal discussions with six people who were living at the home.

People who used the service told us that they chose the home. One person stated that they were transported to the home by ambulance from a hospital, but they would certainly have chosen to live at the home had they been offered the choice.

They told us that staff talked with them and listened to what they had to say. They stated that staff would do as they asked them to. They said that their views were taken into consideration by staff, and they could make their views known about how the home was being run during the three monthly residents' meetings.

People who used the service told us that staff respected their privacy, dignity and religious beliefs, and their personal care needs were always attended to in the privacy of their bedrooms. They told us that staff would always cover them when they were attending to their personal care needs.

They told us that they knew about their care plan, and that it informed staff how to care for them.

We were told by people that they felt very safe living at the home. They stated that if they had any concerns they would talk to the manager, but they had never had the need as they always felt safe and well looked after by the staff.

They stated that staff were very caring and they always talked to them. They told us that staff would knock on their bedroom doors and wait for a response before entering.

What we found about the standards we reviewed and how well Rodwell Farm Nursing 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

The service ensured staff involved people who used the service, or their relatives, in the planning and evaluation of their care and support. People's privacy, dignity and human rights were respected and promoted.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

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

The service enabled people who used the service to be involved in their assessments, care planning and making day to day choices.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

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

Staff had received training in regard to Safeguarding Vulnerable Adults that educated them how to ensure that people who used the service were protected from abuse, or the risk of abuse.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

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

Staff received support, supervision and training that assists them in understanding and meeting the needs of the people who use the service.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

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

People who used the service benefit from safe quality care, treatment and support through the ongoing monitoring systems that are used by the service.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People told us that they chose to use the service. One person stated that they were transported to the home by ambulance from a hospital, but they would certainly have chosen to live at the home had they been offered the choice.

People told us that staff talked with them and they would listen to what they had to say. They stated that staff would do as they asked them to. They said that their views were taken into consideration by staff, and they could make their views known about the home in the residents' meetings. They told us that staff involved them and their relatives in the planning and delivery of their care. We were told by people who used the service that they had made decisions in regard to how staff attended to their personal care needs, and that staff listened and acted on what they had requested.

People who used the service told us that staff respected their privacy, dignity and religious beliefs, and their personal care needs were always attended to in the privacy of their bedrooms.

Other evidence

During discussions staff told us that people who used the service made choices in regard to their care, treatment and support, and they were involved in the planning of

their care. We were told by staff that they listened to what people said, and respected the choices they made. When attending to personal care needs, staff told us that they encouraged people to be independent, and they listened and acted on the choices people made in regard to receiving their personal care.

The registered manager told us that people who used the service, their families and relatives were included in the pre-admission assessments and the planning of the care. The manager told us that she visited each person who used the service in their bedrooms at least once a week to ask them their views about their care, treatment and support. We were also told by the manager, which was confirmed during discussions with staff and people who used the service, that residents' meetings took place every three months. We were told that the views of people who used the service were listened to and acted on.

During the site visit we observed staff supporting people as and when required, and interacting with people in a caring and professional manner.

Our judgement

The service ensured staff involved people who used the service, or their relatives, in the planning and evaluation of their care and support. People's privacy, dignity and human rights were respected and promoted.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People who used the service told us that they knew about their care plan, and that it informed staff how to care for them. One person told us that they could not remember seeing their care plan, but they were sure that they had a care plan.

People told us that they and their relatives were involved in the care plans, and these informed of their likes, dislikes and the care they need every day. People also told us that they were involved in the reviewing of their care plans.

People who used the service told us that they remembered answering lots of questions about themselves and signing their care plans.

Other evidence

During discussions staff told us that care plans were in place for each person who used the service. Staff told us that the care plans included information in regard to the person's likes, dislikes, personal care needs and risk assessments. We were told that care plans were reviewed every month with the residents and their relatives, and daily notes were written after each shift. Care plans and daily notes, which were password protected to ensure security, were available on-line for people and their relatives to view. Staff told us that it was the responsibility of the nurses to review the care plans, and any changes in regard to the care of people were reported to the nurses on a daily basis by the staff. We were told that risk assessments were undertaken by the manager and nurses, and these were discussed during hand over times.

The registered manager told us that people who used the service and their relatives were included in the development of their care plans, and the individual care needs were discussed with the people when the monthly reviews were undertaken. The manager stated that, with the consent of the person, they sent the care plans to people's relatives every three months, but relatives could also access them through their web site that is password protected.

We viewed the care records of three people who used the service during the site visit. Each care record included an assessment of needs, from which the care plans had been produced. The care records included personal details, next of kin and GP contacts, their religion, ethnicity and diagnosis. Care plans included information in regard to the personal care needs of people, and risk assessments in regard to all aspects of mobility and nutrition.

Care plans were signed by the person or their relative to evidence their inclusion and consent to the care, treatment and support.

Daily notes were written every day that detailed all the activities and care needs attended to during that day.

Our judgement

The service enabled people who used the service to be involved in their assessments, care planning and making day to day choices.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

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 who used the service told us that they felt very safe living at the home. They told us that if they had any concerns they would talk to the manager, but they had never had the need to, as they always felt safe and well looked after by the staff. They told us that they had not been provided with any written information about abuse.

Other evidence

It was evident during discussions with staff that they had a good understanding in regard to Safeguarding Adults. Staff were able to give an accurate account of the action they would take if they had witnessed or suspected abuse of a person who used the service had taken place. Staff knew the different types of abuse that vulnerable adults could be subjected to. Staff told us that they had received training in regard to Safeguarding Adults during their induction, and they had undertaken an E Learning refresher training every year. Staff told us that they had read the organisation's Safeguarding Adults and Whistle Blowing policies, which were all available on line, and they would not hesitate using the Whistle Blowing procedures to report bad practice. Staff reassured us that Safeguarding Vulnerable Adults was a very high priority at the service.

We accessed the Safeguarding Adults and Whistle Blowing policies on line. Both documents were last reviewed in December 2010.

The training matrix provided to us on the day of the site visit provided evidence that staff had received training in regard to Safeguarding Adults.

The manager had a clear understanding of Safeguarding Adults and the reporting procedures to be followed when there was abuse, or suspicion that abuse had taken place. The manager told us that she had undertaken the E- Learning every year, and is due to attend the Surrey Safeguarding Adults training in November 2011.

The service had a copy of the local Safeguarding Multi-Agency procedures from 2008, however, the manager told us that the more recent copy of this document would be obtained from the local authority's website. We had discussions with the manager in regard to providing people with written information about abuse and how to recognise the signs of abuse. The manager told us that this was discussed during the pre-admission assessment, but she would obtain written information about abuse for distribution to people who used the service.

Our judgement

Staff had received training in regard to Safeguarding Vulnerable Adults that educated them how to ensure that people who used the service were protected from abuse, or the risk of abuse.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

People who used the service told us there was always a member of staff available when they called them. They stated that staff were very caring and that they always talked to them. They told us that staff would knock on their bedroom doors and wait for a response before entering. We were told that staff would always cover them when they were attending to their personal care needs. People who used the service told us that they believed that staff had lots of training as they were all very good and caring when attending to their needs.

Other evidence

During discussions staff told us that they had attended an induction training when they commenced their duties at the home. They said this training included reading the policies and procedures and all the mandatory training as required. They stated that they had to complete annual training on all the mandatory topics. Other training they had undertaken during the last twelve months included Dementia, Palliative Care and Challenging Behaviour. We evidenced this training had been undertaken during the last twelve months on the training matrix provided to us by the registered manager. Staff told us that training provided at the service was good, and they undertake E Learning as well as receiving training from external trainers. They stated that they shadowed another worker until they were deemed confident to work unsupervised,

The registered manager confirmed what staff had told us in regard undertaking annual refresher training. The manager told us that staff had to achieve 100% on all the training they undertook on the E Learning. If staff do not attain this then the manager would support staff with their learning.

The provider informed us that staff received on-line training and all the mandatory training as required. All staff undertake an in depth induction that is individual to the home, and they also complete the Skills for Care Induction Standards. Staff were encouraged to complete the National Vocational Qualifications training. We were informed that thirty six staff healthcare assistants had either achieved an NVQ qualification or were undertaking this training. Four healthcare assistants were waiting to commence this training.

The provider informed us that staff received regular one to one recorded supervisions. This was confirmed during discussions with staff. The registered manager informed us that after a review of supervision for 2010, it was evident that some staff had only received four formal one to one supervisions. This was declared in the Provider Compliance Assessment that was completed by the manager. An action plan in regard to this shortfall had also been completed that informed all formal supervisions would be diarised by the 31 December 2011. This would ensure that all staff supervisions were booked. We did not view records of supervision during this site visit.

Our judgement

Staff received support, supervision and training that assists them in understanding and meeting the needs of the people who use the service.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

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, on this occasion, speak to people about this outcome so cannot report what people using the service said.

Other evidence

We evidenced through case tracking that the service had developed risk assessments that related to people's health, safety and lifestyles.

The service had generic risk assessments in place for the environment and equipment used at the home.

The manager told us that she undertakes monthly audits that included monitoring the care plans, medication records, and supervision and training records.

The service had an Emergency Crisis Policy and a Business Contingency Plan in place.

The manager informed us that a survey to ascertain the views of people who used the service, their relatives and other associated professionals was undertaken in August 2011. The information was in the process of being analysed, and a report summarising the findings would be forwarded to the manager. We were told that surveys were conducted every six months, the last one was undertaken in February 2011 and the results had been published on their website.

Our judgement

People who used the service benefit from safe quality care, treatment and support through the ongoing monitoring systems that are used by the service.

Overall, we found that Rodwell Farm Nursing Home was meeting this essential standard.

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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