

Review of compliance

Quebec Hall

Region:	East
Location address:	Quebec Road Quebec Hall Dereham Norfolk NR19 2QY
Type of service:	Care Home
Date the review was completed:	<u>August 2011</u>
Overview of the service:	Quebec Hall Trust is a Christian home providing accommodation for twenty older people requiring personal or nursing care.

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

What we found overall

We found that Quebec Hall was meeting all the essential standards of quality and safety we reviewed.

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 carried out a visit on 07 July 2011. We talked with people who live in the home, with staff and visitors and we also looked at records.

What people told us

We spoke with people in various parts of the home during this visit who told us they are cared for and that staff are always available to assist if needed. Two visitors to Quebec Hall told us they always find the home clean, welcoming and staff work hard to provide the appropriate care to people.

People with whom we spoke confirmed they would speak to staff if they had a complaint.

What we found about the standards we reviewed and how well Quebec Hall was meeting them

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

The care plans contain clear information to ensure people are cared for in a way that suits them.

- Overall, we found that Quebec Hall was meeting this essential standard

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

Staff are trained to understand and recognise abuse, supporting people to be as safe as possible.

- Overall, we found that Quebec Hall was meeting this essential standard

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

Quebec Hall provides a suitable environment for people to use that is regularly maintained.

- Overall, we found that Quebec Hall 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

A review of the quality of the service is carried out on a regular basis.

- Overall, we found that Quebec Hall was meeting this essential standard

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

People are given information about how to make a complaint and any complaints received are appropriately handled.

- Overall, we found that Quebec Hall was meeting this essential standard

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 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 meet their needs and protect 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 spoke with people in various parts of the home during this visit who told us they are cared for and that staff are always available to assist if needed. Two visitors to Quebec Hall told us they always find the home clean, welcoming and staff work hard to provide the appropriate care to people.

Other evidence
We looked at care plans that contained full and clear information to ensure the care and support given in the home is appropriate. We discussed the need to show that people agree with the information in their records as care plans are not signed. We were told that a joint assessment, with family, a care manager or a representative is completed before a person moves into the home but again this is not clearly evident on records.

Records were up to date and clearly completed, with likes and dislikes set out to ensure staff are fully aware of how to support each person in a way that suits them.

Trips and appointments are planned for and the appropriate amount of staff allocated for support. This ensures the safety, protection and welfare of people using the service. Appropriate risk assessments are completed and regular reviews

are undertaken. Daily records are signed and dated by staff, night time checks also have the time to provide full information about the routines of people.

Choices and wishes are recorded in care plans and these are supported and encouraged at all times. We talked to people in the home about their preferences and we then saw this information clearly recorded on care plans.

Our judgement

The care plans contain clear information to ensure people are cared for in a way that suits them.

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 with whom we spoke told us they feel safe at Quebec Hall and were confident staff would listen and deal with any problems they may have. When we asked if staff helped when needed we were told they are always available and are very helpful.

Other evidence
Training is undertaken regarding the understanding of abuse and protection of people. This is refreshed regularly as are others for example health and safety, mental health and deprivation of liberty. Staff have previously expressed a sound knowledge of matters relating to the protection of people using the service.

Appropriate training is also undertaken to ensure staff know how to use support aids and hoists are regularly serviced. The recruitment process includes safety checks and background history, each of these additionally supports the safety and well being of people.

Our judgement
Staff are trained to understand and recognise abuse, supporting people to be as safe as possible.

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

The provider is compliant with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us
We did not speak to any of the people using the service about safety and suitability of premises.

Other evidence
The service is regularly assessed for quality, safety and to ensure continued maintenance. There is a large garden area that surrounds Quebec Hall and people were enjoying the external grounds during our visit.

The building is suitably decorated and furnished for the comfort of people using the service. There is sufficient privacy provided in bathroom areas and bedrooms are individually furnished and personalised. One person had a pressure mat to alert staff when the person left their room and may need staff support. However, the mat had trailing wires and was ruffled presenting risks in themselves. This was discussed with the manager who telephoned the company during our visit to have a more suitable pressure mat supplied.

Our judgement
Quebec Hall provides a safe and suitable environment for people to use that is regularly maintained.

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 speak to any of the people using the service about assessing and monitoring the service provision, however, visitors did confirm they do receive questionnaires.

Other evidence
Regular quality assurance audits are carried out and the results of these audits provide information that helps to develop the services provided and any adjustments are also made where necessary. The Trustees visit on a monthly basis to talk to people in the home and get first hand information. People are able to talk openly and often voice their choices about such things as curtains and these preferences are then followed through. Any person moving into the home is asked for their comments and how they feel about the way the service is being provided.

Additional information is obtained by the organisation through the regular completion of monthly monitoring visits that include direct observations, arranging appropriate training and regular supervision.

Our judgement

A review of the quality of the service provided is carried out on a regular basis.

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 with whom we spoke confirmed they would speak to staff if they had a complaint or worries. One person told us that staff are very helpful and work hard.

Other evidence
We have previously seen the complaints policy and procedure and any complaints are dealt with appropriately and any required action taken.

Information about how to complain is set out for people living in the home and the manager has an open door policy and is readily available. We saw people coming into the office during our visit and speaking openly.

As stated, staff training records demonstrated that staff receive training in protecting vulnerable adults from abuse and this was also confirmed during discussions with staff at this time.

The actions of staff during this visit show that due consideration is given regarding the dignity and inclusion of people using the service.

Our judgement

People are given information about how to make a complaint and any complaints received are appropriately handled and fully recorded.

Action
we have asked the provider to take

None

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

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Author	Care Quality Commission
Audience	The general public
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