

Review of compliance

Mr & Mrs L D Kennedy Avon Lee Lodge	
Region:	South West
Location address:	Preston Lane Burton Christchurch Dorset BH23 7JU
Type of service:	Care home service without nursing
Date of Publication:	November 2011
Overview of the service:	<p>Avon Lee Lodge is registered to provide accommodation and personal care for up to 23 people. The home does not provide nursing care.</p> <p>The building is a converted vicarage and 18 of the 22 rooms have en-suite facilities and room sizes vary from singles to large doubles. There is a passenger lift available for use.</p>

	<p>The home is situated near to Christchurch and public transport is within walking distance.</p>
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Avon Lee Lodge was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 24 October 2011, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us they were able to choose how they spent their time. They said the food was good and they could sit where they wanted for meals. People also said there were activities they could join in or they were able to go out. People said they felt safe in the home.

One person told us they had visited a large church the day before with their family. We sat in the conservatory with a group of people in the afternoon and had a hot drink with them. People were laughing and joking together.

People commented that staff were good and attended to their needs. People were clean and tidy and well presented in clothing of their choice.

People we spoke with said they would talk with staff or the providers if they had any concerns. They also said that they were asked about the service provided and their views were listened to and acted upon if needed. Staff were seen talking politely to people and addressing them by their preferred name.

What we found about the standards we reviewed and how well Avon Lee Lodge 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

People are involved in making decisions about the care, treatment and support they

receive. People are able to choose what they do and their privacy, independence and dignity is respected.

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

People experience safe, effective and appropriate care, treatment and support, to meet their needs.

Overall, Avon Lee Lodge is meeting this essential standard.

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

People are protected from harm by appropriate procedures within the home. Staff receive regular training on keeping people safe and know how to report safeguarding concerns.

Overall, Avon Lee Lodge is meeting this essential standard.

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

People live in a home that is clean and tidy and free from hazards. The environment is safe and accessible and maintained.

Overall, Avon Lee Lodge is meeting this essential standard.

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

People are supported by sufficient numbers of staff who are appropriately supervised and monitored to ensure they are competent in their role.

Overall, Avon Lee Lodge is 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 receive safe quality care, treatment and support. There are effective systems to assess, monitor and manage risks to people's health, welfare and safety. People's provide feedback on the service provided and action is taken in response.

Overall, Avon Lee Lodge is 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 they were able to choose how they spent their time. They said the food was good and they could sit where they wanted for meals. People also said there were activities they could join in or they were able to go out. One person said that they would not be going out for a walk as it was raining.

Two people told us that they regularly went out with their families.

Staff were seen talking politely to people and addressing them by their preferred name.

We looked at one person's care plan with them and saw that they had been involved in the process. The person commented that they could not remember being involved, but recognised their own signature and said the information was correct.

Other evidence

We saw that people's assessment of care needs detailed what the person was able to do themselves, such as wash their face and where support was needed. People or their representative had signed to indicate their involvement in drawing up the plan of care.

People's care plans mentioned preference for same gender care and the need to

ensure people's privacy and dignity was respected.

Our judgement

People are involved in making decisions about the care, treatment and support they receive. People are able to choose what they do and their privacy, independence and dignity is respected.

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Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

We looked at three people's care plans, one with the person who the plan related to. The person told us the information in their plan was accurate and relevant to their needs. They said they knew they were at risk of falling and could recall when they last fell and the staff had checked that they did not have any injuries and the person saw the GP. The person said they ate well and their weight was stable. The person agreed that the hobbies and interests written down were correct. They said they were able to go out with their family and were due to visit a church for a remembrance service. The church was where they were christened and members of their family were buried there.

The person was aware of plans for their end of life care.

We saw activities for the month displayed on a notice board at the entrance to the home. The home has a cinema room and people told us that they can chose films to watch.

During the lunchtime meal, music of people's choice was playing.

One person told us they had visited a large church the day before with their family.

We sat in the conservatory with a group of people in the afternoon and had a hot drink with them. People were laughing and joking together.

People were clean and tidy and well presented in clothing of their choice.

Other evidence

We found that care plans were reviewed monthly or more often if needed and the person was involved in this process. Updates and changes in care had been recorded, such as when a person's swallowing had improved, so their diet had been changed.

Risk assessments were person centred and enabled people to maintain independence. For example, support with mobility was detailed and contained prompts for staff such as "prompt [person] to slow down and take their time when walking." When a person experienced weight loss, a Malnutrition Universal Screening Tool (MUST) assessment was carried out and appropriate actions taken, such as a referral to a dietician.

There were records of visits by other health professionals such as the GP and district nurses.

Our judgement

People experience safe, effective and appropriate care, treatment and support, to meet their needs.

Overall, Avon Lee Lodge is meeting this essential standard.

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Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People told us they were able to go out when they wanted and they felt safe in the home.

People were sat in the conservatory and a call bell was within reach if they needed to use it. Staff also checked regularly that people were safe and had what they needed.

We heard the emergency bell sound; staff we were talking with immediately went to assist a person who had fallen.

Other evidence

Staff told us that they had received safeguarding training that included information on the Mental Capacity Act and Deprivation of Liberty Safeguards. They were able to explain the different types of abuse and reporting systems that needed to be followed.

The provider told us that staff were due to attend Dorset County Council's refresher training on safeguarding. There have been no safeguarding alerts about the home in the past twelve months. The home have made one alert about an agency care worker who demonstrated poor practice.

The home's policy contained information on types of abuse and reporting procedures and linked with Dorset County Council's safeguarding policy.

Our judgement

People are protected from harm by appropriate procedures within the home. Staff receive regular training on keeping people safe and know how to report safeguarding concerns.

Overall, Avon Lee Lodge is meeting this essential standard.

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Outcome 08: 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 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

The home was visibly clean and tidy when we undertook the site visit. People did not comment on the cleanliness of the home.

The home was accessible, safe and free from hazards. Corridors and fire exits were clear and harmful substances had been locked away. We did not see any waste bins that were overflowing. We saw that rooms were being refurbished and redecorated to a good standard.

Other evidence

A district nurse raised a concern with the provider in August 2011 about the cleanliness of the home. The concern included staining on carpets, waste bins overflowing and items of furniture not being cleaned properly, so crumbs and stale food remained under cushions of chairs.

The provider told us that as a result of these concerns they worked a shift with the domestic to identify areas for improvement. After working with the domestic, the provider increased the hours for cleaning and made sure all staff were trained in cleaning up small spillages when they occurred. Staff had monthly workshops and one focused specifically on cleaning routines.

Our judgement

People live in a home that is clean and tidy and free from hazards. The environment is safe and accessible and maintained.

Overall, Avon Lee Lodge is meeting this essential standard.

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

People commented that they were good and attended to their needs.

We heard call bells in all areas of the home being answered in a timely manner. The provider told us the system is logged, so that response times could be obtained if needed.

Other evidence

There were 22 people living in the home at the time of our visit. They were supported by three care workers between 8am to 8pm and two care workers at night, with senior staff on call. In addition there was one domestic, one cook and an administration person. The deputy manager or one of the providers oversaw the day shift.

The provider showed us the duty rota and explained that agency staff were used about twice a week and they always make sure that the agency staff were vetted by the agency that provided them and they try to use the same people to ensure continuity of care.

The provider told us that staff were supervised every six to eight weeks or more often if needed. Staff we spoke with were able to confirm this. Staff also said that they are key workers, which means they take responsibility for a group of people to make sure their needs are met. The staff explained that part of their key working duties involved one to one time with a person to make sure their care plan was correct and any concerns could be discussed if needed.

Our judgement

People are supported by sufficient numbers of staff who are appropriately supervised and monitored to ensure they are competent in their role.

Overall, Avon Lee Lodge is meeting this essential standard.

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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 said they would talk with staff or the providers if they had any concerns. They also said that they were asked about the service provided and their views were listened to and acted upon where necessary.

Other evidence

The provider told us, and supplied detailed information, about their quality assurance systems.

Each year people, health professionals and staff are sent a survey which covers all aspects of service provision in the home, such as menu choices, staff training and infection control. Results are collated and scored and if needed an action plan is drawn up and implemented to address any areas that need improvement. For example, as a result of the most recent survey in May 2011, food presentation had been improved and people were now satisfied. This was checked by asking the people that live in the home at meetings.

The home undertakes monthly accident and incident analysis and interventions were put into place where necessary. One person who had had repeated falls due to a stroke had been referred to a specialist stroke team for assessment. This resulted in the person being moved to a care home that provided nursing care which was more appropriate to meet their care needs.

Risk assessments were reviewed regularly and these related to the environment and

areas such as fire safety, as well as people's care needs.

Our judgement

People receive safe quality care, treatment and support. There are effective systems to assess, monitor and manage risks to people's health, welfare and safety. People's provide feedback on the service provided and action is taken in response.

Overall, Avon Lee Lodge is meeting this essential standard.

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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

Document purpose	Review of compliance report
Author	Care Quality Commission
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