

Review of compliance

Clifton St Annes PCS Limited The Millings

Region:	Yorkshire & Humberside
Location address:	The Millings 5 North End Bedale North Yorkshire DL8 1AF
Type of service:	Care home service without nursing
Date of Publication:	December 2011
Overview of the service:	The Millings is registered to provide accommodation and personal care for up to 40 older people. The building was originally an old rectory, which has been converted and extended for current use as a care home. The home is set in pleasant gardens and private grounds with parking spaces. The home is situated in the market town of Bedale and is close to the main street, with its

	shops and local amenities. The Millings is owned and managed by Clifton St Annes Personal Care Services Ltd.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

The Millings 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 23 November 2011, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People told us that they were well looked after and that they were happy with the care they received. People made comments such as and "It is like living in a hotel with care" and "The best step I ever took, I am very happy here and I have no complaints" People were also positive about the staff who looked after them. People made comments such as 'excellent' 'marvellous' 'very good'

People we spoke with also made positive comments about the quality of the food at the home and the choices available. For example, one person told us "meals are wonderful" People said they would either speak to the manager if they did have a concern or a complaint.

We also talked with several relatives who were visiting the home. They all spoke highly about The Millings. One relative said "The Millings is brilliant. I felt that I got my mum back. The care is excellent. Staff are very caring and they go that extra mile"

Other relatives made comments such as: "I think the staff at The Millings are top notch. Very, very kind, plenty of patience. Care here is spot on I have no complaints" and another relative told us "The home is always immaculate and the quality of the furnishings etc is extremely good. I cannot praise it too highly. The way the staff care is remarkable and hugely appreciated"

One visitor to the home told us "I find it absolutely fabulous. The level of care seems to me to be outstanding. I have never yet heard a complaint. What I like about it is the sense of freedom for the residents and the way they look after each other. The residents here retain

their dignity"

We also spoke with a health care professional who spoke highly about the home. They told us "Care is very good they know the patients and they care for them well"

We spoke with the Local Authority Contracts Officer who informed us that they did not have any concerns about this service.

What we found about the standards we reviewed and how well The Millings 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 provided with information about the service, involved in decisions about their care and have their views taken into account in the way that the service is provided. Overall, we found that The Millings was meeting this essential standard.

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

People living at the home receive safe and good quality care that meets their needs and protects their rights. Overall, we found that The Millings was meeting this essential standard.

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

People are protected from abuse and their human rights are protected and upheld. Overall, we found that The Millings was meeting this essential standard.

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

People living at the home are supported by a competent and dedicated staff team. Overall, we found that The Millings 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 benefit from a safe and good quality service, because good, effective quality monitoring takes place which ensures they are always consulted. Overall, we found that The Millings 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 they were offered choices about the care they receive and how this is done. They also said that staff were very good. People living at the home made comments such as "It is like living in a hotel with care" and "The best step I ever took, I am very happy here and I have no complaints"

Other evidence

During our visit we observed staff asking people about their care and assisting them in an appropriate manner. Staff were seen to knock on bedroom doors before entering.

The manager told us that before people consider moving in to the home they or their relatives are sent the organisations information pack. We looked at a recent admission into the home and how this was handled. A pre-admission assessment was carried out by the manager and the deputy before the person was admitted into the home. The pre-admission care plan showed that the person and their relatives were involved in the assessment process. Records also showed that people were involved with making decisions about their day to day living and how they wanted to be supported with help from staff. Care plans that we looked at detailed how staff were to meet someone's personal care needs.

People's views are sought about the home wherever possible, as they confirmed they are asked at residents meetings and in questionnaires about their views. People also told us they would inform the manager if they had any concerns.

Our judgement

People are provided with information about the service, involved in decisions about their care and have their views taken into account in the way that the service is provided. Overall, we found that The Millings 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 told us that they were happy with the care they received at The Millings. Everyone we spoke to during our visit to the home spoke highly about the care at the home. People made comments such as "I don't have to worry about a thing" and "It is very good here"

Other evidence

During our visit we looked at a number of people's assessments and care plans. We looked at people's care plans to make sure that people's care needs were being met by the home. Records seen were detailed they reflected the care that people were receiving. Care plans seen were written as to how that person wanted their care needs met. All the necessary care assessments and monitoring of people's care was being done. Records such as risk assessments and nutritional assessment had been completed. Care plans also showed that other health care professionals were involved in meeting the health care needs of people living at the home. Care plans we saw had been reviewed regularly.

People we spoke with told us that "It is like living in a hotel with care" People were able to give us good examples of how their care needs were being met.

Throughout the day we observed good interaction between people living at the home, relatives that were visiting and the staff. People told us that there are activities daily at the home which they enjoy. There were activities going on in the home the day we visited. An activities programme for the week was seen, which confirmed that there are

regular activities available for people to attend.

A Health professional told us that us "Care is very good they know the patients and they care for them well"

Relatives spoke positively about the home. They told us that "The care is excellent" another said "If I could give it more than 5 stars I would. I cannot think of anywhere better"

We spoke with the Local Authority Contracts Officer who told us that they had no concerns about the home.

Our judgement

People living at the home receive safe and good quality care that meets their needs and protects their rights. Overall, we found that The Millings 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 living at the home told us that they always felt safe. Everyone we spoke with told us they would speak to the manager if they had a complaint.

Other evidence

Staff spoken with told us they had received training in abuse awareness and the records we saw confirmed this. Staff told us that they understood what they needed to do if someone made an allegation of abuse. Safeguarding procedures were in place and available to staff at the home.

One safeguarding issue had been dealt with appropriately by the home. Staff were observed treating people with consideration and in a manner which preserved their safety and comfort.

Everyone we spoke with told us they would speak with the manager if they had a complaint or a concern. One relative told us "Care here is spot on I have no complaints. I would speak to the manager if I did have a complaint she is very approachable"

Our judgement

People are protected from abuse and their human rights are protected and upheld. Overall, we found that The Millings 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 told us that the staff were kind and helpful. People said that the staff were 'excellent' 'marvellous' 'very good'

Other evidence

We looked at the training records of two staff and a training matrix that the manager gave us during our visit. This included core training such as fire safety, medication, first aid, food hygiene, safeguarding and infection control. Training was also provided for specific skills such as promoting wellbeing and the prevention of pressure ulcers. This ensures that staff are competent to do the work that they are employed to do. We looked at care workers supervision records and saw that staff had regularly received individual support from their manager.

We spoke with staff at the home who confirmed they received good support from the management team. Staff told us "The support here we get is good"

People living at the home also told us that they thought there was always plenty of staff. One person said "There are plenty of them (staff) you don't have to wait long for call bells to be answered"

Relatives spoke highly about the staff. They made comments such as "The manager keeps her staff as there is a slow turn over of staff" and "The way the staff care is remarkable and hugely appreciated" Relatives and visitors to the home described the care as being 'outstanding' and 'excellent'

Our judgement

People living at the home are supported by a competent and dedicated staff team.
Overall, we found that The Millings 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

People told us that they were happy with the home and would speak to the manager if they had any concerns.

Other evidence

We saw the quality monitoring systems that the home has in place during our visit. These were comprehensive and monitored the quality of service that people received. Every aspect of the running of the home had been audited and actions to be taken were recorded. We saw that surveys had been sent out in September 2011 to people living at the home and to relatives/advocates. The manager said that that these had been returned in October 2011 and the results from the surveys had been sent out to people living at the home and their relatives. Residents meetings are held to discuss people's views and any issues they have. Staff were also consulted. A staff satisfaction survey had been sent out in November 2011. Regular staff meetings are also held.

Our judgement

People benefit from a safe and good quality service, because good, effective quality monitoring takes place which ensures they are always consulted. Overall, we found that The Millings 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

Document purpose	Review of compliance report
Author	Care Quality Commission
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