

# Review of compliance

Ivy Lodge Care Limited Ivy Lodge Retirement Home	
<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	Briergate Haxby York North Yorkshire YO32 3YP
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	June 2012
<b>Overview of the service:</b>	Ivy Lodge is registered to provide care and accommodation for up to 34 older people. The building is situated in a residential area of Haxby, some four miles from the centre of York. The home provides accommodation on two floors. There is a choice of communal space and a passenger lift to the first floor to make access easier. The home has a garden area, and parking places are

	available for visitors. The registered provider is Ivy Lodge Care Limited.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Ivy Lodge Retirement Home was meeting all the essential standards of quality and safety inspected.**

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 May 2012, 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

We talked with ten people who live at the home. All told us staff were "very nice" and "very caring". One person mentioned staff "as being like a family". They all told us they were able to make choices about when they retired or arose from bed; they describe how their routine was "flexible".

People we spoke with told us that the food at the home was "Excellent" and "Very good" and that they always had choices. They also told us that there were activities daily. One person said "There is always something to do".

We spoke with four relatives who were visiting. They told us they were very pleased with the home. One said "The home is brilliant in everyway. The care is superb and the staff are always cheerful." Another relative said "It is lovely here - we find the home very accommodating. Any concerns are addressed. The manager is very good and the staff are really good. Mum is very happy here."

We spoke with two visiting health professionals who also spoke highly of this service. They made comments such as "Ivy Lodge is a brilliant home I like the little finishing touches, they do that little bit extra. The manager knows exactly what is going on in the home. We have a good relationship with the home, they are always willing to try and always refer people to us quickly to ensure people are getting the best care that they need." Another health professional told us "Super home in everyway. The manager is perceptive in following up concerns. They work well with us and communication is spot on."

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 Ivy Lodge Retirement 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**

People's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered relation to their care. The provider was meeting this standard.

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

People experienced care, treatment and support that met their needs and protected their rights. The provider was meeting this standard.

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

People who used the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening. The provider was meeting this standard.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. The provider was meeting this 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**

The provider had an effective system to regularly assess and monitor the quality of service that people receive. The provider was meeting this 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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

We spoke with ten people who live at the home during our visit. People told us they were offered choices about the care they receive and how this was done. They said that staff were very good. People living at the home made comments such as "It is like being in a hotel but the staff are always there for you" and "It is great" and "This is a very nice home."

The ten people we spoke with all said they were involved in their care, with their preferences being sought and taken into consideration. This included being enabled and supported to live their lives as independently as they wished. Some people made comments such as "I am still quite independent, we are definitely well looked after." Another person said "I am quite independent as I still like to go out for my daily walks."

#### Other evidence

People expressed their views and were involved in making decisions about their care and treatment. Residents meetings were held every two to three months, the last one was held on the 16th April 2012. This gave people the opportunity to voice their opinions and have their views heard about the service. Copies of minutes from these meetings were put on the resident's notice board with dates for the next meetings.

People's views were sought about the home wherever possible, as they confirmed they were asked in questionnaires for their views. They also told us they would inform the manager if they had any concerns.

People we spoke with said they were given appropriate information and support regarding their care or treatment. We looked at the care records for four people. We found evidence that people were involved in planning their care, treatment and support where possible. We spoke with ten people who said that they were always involved in planning their care and the care plans we saw, had been signed by the person or their relatives to show their agreement. Most people living at the home had capacity in making decisions about the care and treatment that they received. For those people who lacked capacity to make decisions about their care, systems to protect them had been put in place by the home. This ensures people's best interests were always met.

People's diversity, values and human rights were respected. People who used the service understood the care and treatment choices available to them.

### **Our judgement**

People's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered relation to their care. The provider was meeting this 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

We spoke with ten people about the care they receive. They told us that they were happy with the care they received at Ivy Lodge. Everyone we spoke with during our visit spoke highly about the care at the home. People made comments such as "I am quite satisfied living here, I have made some friends" and "It could not be any better."

People told us that activities at the home were good. One person said "There is always something to do."

##### Other evidence

During our visit we looked at four people's care records. These confirmed people were referred to the general practitioner when the need arose. The care records included monthly reviews of people's needs, risk assessments and care plans. The risk assessments covered areas such as nutrition and mobility. When we talked to staff they were fully aware of people's health and support needs. Daily progress notes were completed. This information contributes to monitoring people's care regularly.

There was clear documentation of the involvement of relatives we saw they had signed the care plans. Life histories had been completed for people in the records we looked at. These were very detailed about the person's past life and gave a good understanding of the person as a whole, which helped staff to meet their needs.

We spoke with three staff who told us there was enough staff to support people. They all believed people had received "good care." We observed staff interacted well with

people and respond both calmly and kindly when people requested help. People were seen to be comfortable when approaching staff to ask for support.

We spoke to relatives visiting the home who told us that they were very pleased with the home. One said "The home is brilliant in everyway."

During our visit we had the opportunity to speak with two health care professionals who were visiting the home. They both spoke positively about the home. They made comments such as "Ivy Lodge is a brilliant home" and "Super home in everyway."

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

**Our judgement**

People experienced care, treatment and support that met their needs and protected their rights. The provider was meeting this 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

The home has in place policies and procedures covering how to protect people from abuse.

We spoke to the manager who told us that the home had not made any referrals to the local authority regarding any allegations of abuse.

Staff we spoke with during the inspection were familiar with the signs of abuse they should look out for. They described clearly what action they would take in the event that abuse occurred.

We saw a copy of the training matrix for staff working at the home. This showed what training staff had received and when training needed to be updated. We looked at staff training files and the records confirmed that staff had received training about how to protect people.

##### Our judgement

People who used the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening. The provider was meeting this 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

The ten people we spoke with told us that staff were confident in their job and knew what they were doing and that they were always helpful. One person told us "The staff are very good." Other comments included; "Staff are very cheerful" and "The staff are like a family, they always tell me to buzz if I need anything."

##### Other evidence

During our visit we observed staff assisting people where needed. Staff did not appear to be rushed and spent time talking to people who were living there. The manager told us that all staff had the training necessary to make sure that people were well cared for.

We looked at the training records of two staff. Records confirmed that staff had received various training in core areas such as food hygiene, medication, fire safety, safeguarding, health and safety and moving and handling. Staff had also received training in areas such as dementia awareness. We looked at the care staff supervision records and saw that they had regularly received individual support from their manager. This make sure that staff work consistently when providing care to people living at the home.

We spoke with three staff at the home who told us that the training the home offers them was very good. One staff said "We have a really good staff team here it is lovely - it is like a family." Another said "Ivy Lodge is a fantastic home. The manager keeps a tight ship and is very well organised. She is also well disciplined and is very keen in maintaining high standards."

We spoke with staff about the support they receive from their manager. One member of staff said "Carers are supportive to each other and the manager is supportive to us."

**Our judgement**

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. The provider was meeting this 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 spoke to people who used the service but their feedback did not relate to this outcome.

##### Other evidence

The provider had an effective system in place to identify, assess and manage risks to people's health, safety and welfare. Information showed that the service had a range of quality assurance systems in place to help determine the quality of service the home offered. Audit checks were carried out on the services provided. The home has appropriate systems in place to deal with accidents/incidents and complaints. This ensures that people's safety is protected and their complaints and views are listened to and acted upon.

##### Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive. The provider was meeting this 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. 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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