

Child
And
Adult
Services

Quality
Standard
Framework



Organisation

TL Care Ltd Hillcare

Home

Queens Meadow

Responsible Person

Rachael Smith

Date of Report

01.03.2023

Contracts and Quality Officer

Heidi Lawson

Overview of Home

Queens Meadow is a purpose built 59 bed care home which provides residential care for older people and people with dementia.

The home has maintained its Grade 1 status. The Manager has demonstrated a sound approach to achieving standards and is well supported to achieve them. Some improvements are needed to care plans to ensure that they are up to date and person centred but this has been identified by the Manager and is working towards the improvements. Staff training levels need to have higher completion rates which has also been identified but the quality assurance systems need to be more effective to ensure this is completed.

The home has fully met the medication outcome but they do have an action plan in place which has been completed but improvements need to be sustained.

Overall the home is compliant with much of the assessment and has received some positive feedback from professionals regarding the level of care given to the residents.

Summary of Outcomes

The home has scored a total of 916 out 1000 points with some improvements to Assessment & Review, Staffing, Recruitment, Support & Learning and Quality Assurance needed. However, the Home is assessed as Grade 1.

Summary of Outcomes

Name of Home-Queens Meadow Care Home

Date of Report - 01-Mar-2023

Person Centred Care

- 1 - Assessment & Review
- 2 - MCA & Consent
- 3 - DoLS
- 4 - Nutrition & Hydration
- 5 - Promoting Dignity, Autonomy & Choice

Determination

Substantially Met

Fully Met

Fully Met

Fully Met

Fully Met

Safe Care and Treatment

- 6 - Safeguarding/Understanding Safeguarding
- 7 - Medication
- 8 - Infection Control
- 9 - Premises & Equipment
- 10 - Health & Safety
- 11 - Moving & Handling

Fully Met

Fully Met

Fully Met

Fully Met

Fully Met

Governance

- 12 - Leadership & Management
- 13 - Staffing, Recruitment, Support & Learning
- 14 - Quality Assurance
- 15 - Complaints

Fully Met

Substantially Met

Substantially Met

Fully Met

Person Centred Care

1 - Assessment & Review

Determination - Substantially Met

All people receiving the service have a written care plan that is monitored, periodically evaluated and, mostly reviews are recorded to ensure the information is up to date and accurate. Some plans lack person centred detail and cross referencing.

People's physical, mental health and social needs are holistically assessed, and their care, treatment and support is delivered in line with legislation, standards and guidance, to achieve effective outcomes.

People's care records are mostly accurate, complete, legible, up-to-date, securely stored and available to relevant staff so that they support people to stay safe.

Technology and equipment is used to enhance the delivery of care and support, and to promote people's independence.

However, NEWS needs to be used more consistently to ensure effective delivery.

Staff work together to ensure that people receive consistent, timely, coordinated, person-centred care.

People's day-to-day health and wellbeing needs are met.

The service ensures that people can understand the information and explanations about their healthcare and treatment options, including medicines, and their likely outcomes.

People are involved in regularly monitoring their health.

People can access care, support and treatment in a timely way and referrals are made quickly to appropriate health services when people's needs change.

People contribute to planning their care and support, with their strengths, levels of independence and quality of life are taken into account.

People's care plans mostly reflects their physical, mental, emotional and social needs and incorporate their personal history, individual preferences, interests and aspirations but there are some improvements to be made. Care plans are to be more detailed to be able to be understood by staff so people have as much choice and control as possible.

The service identifies and meets the information and communication needs of people with a disability or sensory loss. Information is recorded, highlighted and shared with others when required with the consent of the person.

The service shares appropriate information and assessments with other relevant agencies for the benefit of people who use the service.

People's preferences and choices for their end of life care are recorded, reviewed and communicated and acted on where possible.

People, and their family, friends and other carers are involved in planning, managing and making decisions about their end of life care including advanced decisions made in line with the Mental Capacity Act 2005.

People are reassured that their pain and other symptoms will be assessed and managed effectively as they approach the end of their life, including having access to support from specialist palliative care professionals.

The service ensures that it quickly identifies people in the last days of life whose condition may be unpredictable and change rapidly and, where required ensures that people have rapid access to support, equipment and medicines.

The service supports people's families, other people using the service and staff when someone dies.

There are arrangements for ensuring that the body of a person who has died is cared for in a culturally sensitive and dignified way.

The Home has not demonstrated achievement of this outcome.

Care Plans are in place and regularly reviewed but would benefit from more person centred detail and the cross referencing of plans to ensure all are accurate and up to date. NEWS needs to be used more consistently to ensure effective delivery of care.

Staff may not always know the people they support because information about them may not be as detailed as required.

The level of impact has been assessed as low – there is no or minimal impact on residents.

The likelihood that the impact will happen or recur has been assessed as possible – the impact may happen/recur but it is not a persistent issue.

2 - MCA & Consent

Determination - Fully Met

Staff recognise when people need and want support from their carers, advocates or representatives to help them understand and be involved in their care, treatment and support and staff help people to get this support.

The service provides information to people, their families and other carers about external bodies, community organisations and advocacy services that can provide independent support and advice about their care, treatment and support.

Staff understand the relevant consent and decision-making requirements of legislation and guidance, including the Mental Capacity Act 2005 and other relevant national guidance.

People are supported and are given the information and explanations they need to make their own decisions in line with relevant legislation and guidance.

Decisions around a persons possible lack of mental capacity are assessed and recorded.

The process for seeking consent is monitored and reviewed to ensure it meets legal requirements and follows relevant national guidance.

When people lack the mental capacity to make a decision, staff ensure that best interest decisions are made in accordance with legislation.

There are arrangements for people to be involved in decisions about managing risks appropriately including positive risk taking.

Risk management policies and procedures are in place to minimise restrictions on people's freedom, choice and control, in particular for people who lack mental capacity.

Staff are trained to understand, prevent and manage people's behaviour that challenges whilst ensuring the individual is supported appropriately.

The Home has demonstrated achievement of this outcome.

3 - DoLS

Determination - Fully Met

The service promotes supportive practice that avoids the need for physical restraint, however where physical restraint is necessary, the service ensures that it is used in a safe, proportionate, and monitored way as part of a person-centred support plan.

Staff recognise when people who lack mental capacity, are being deprived of their liberty and they seek authorisation to do so when considered necessary and proportionate.

Most staff are trained to understand the difference between lawful and unlawful restraint practices. Action is taken to minimise the use of restraint.

There is a system of monitoring to ensure the person's representative maintains regular contact with the person and acts when contact is not maintained. The home would benefit from formalising this system.

The service has a system to monitor DoLS authorisations and their review dates and this is maintained. Care plans contain the most up to date Conditions attached to deprivation of liberty safeguards (DoLS) authorisations.

Management has oversight on the process to ensure where a restriction may actually amount to a deprivation of liberty.

The Home has demonstrated achievement of this outcome.

Outcome 4 - Nutrition & Hydration

Determination - Fully Met

People are involved in decisions about what they eat and drink and their cultural and religious preferences are recorded, reviewed and acted upon.

People have access to dietary and nutritional specialists to help meet their assessed needs if required. There are sufficient quantities of food and drink at mealtimes in line with people's preferences.

Risks to people with complex needs or lack capacity are identified and managed in relation to their eating and drinking.

All relevant staff have completed food hygiene training and the correct procedures are in place and followed wherever food is prepared and stored.

People have accurate nutrition and hydration assessments for eating and drinking which are carried out by knowledgeable staff.

Where people require support such as feeding, encouragement and prompting, this is done in a compassionate way that maximises people's independence and maintains their dignity. People do not feel rushed at mealtimes.

The service is aware of specialist diets, allergies, choking risks and lifestyle choices, and these are recorded, kept up to date and shared as appropriate.

People have access to specialist equipment in a timely manner to meet their assessed need.

Drinks are offered throughout the day and when required people's intake is monitored to ensure their assessed needs are being met. Snacks are offered outside of mealtimes and are available any time of day upon request.

People can choose the location of where they eat including the dining room, their own room or communal areas and are supported to do so.

People are offered a choice of food and drink and this is served at an appropriate temperature.

The Home has demonstrated achievement of this outcome.

The home has made recent improvements to the review of specialised diets and is working towards sustaining them.

5 - Promoting Dignity, Autonomy & Choice

Determination - Fully Met

People are treated with kindness, respectfulness and compassion in their day-to-day care and are supported by staff who act in their best interests.

The service makes sure that people, and those close to them, feel like they matter, and that staff listen to them and talk to them appropriately and in a way they can understand.

People are actively involved in developing the service including:• deciding how they choose to spend their day• planning activities and outings• decisions around personal care and how and when help is provided• devising menus and the timing and place of meals, and• people are consulted when alterations to their living space is planned.

Staff seek accessible ways to communicate with people (when their protected and other characteristics under the Equality Act make this necessary) to reduce or remove barriers.

Staff know the people they are caring for and supporting, including their preferences, personal histories and backgrounds.

Staff show concern for people's wellbeing in a caring and meaningful way and respond to their needs in a timely manner.

Staff make sure that people's privacy and dignity needs are understood and respected including during personal care.

People receive support to be independent. Their wishes are recorded, reviewed and acted upon wherever possible.

People's relatives and friends are made to feel welcome and are able to visit without being unnecessarily restricted. There are arrangements to encourage relatives and friends to provide feedback on the service.

Processes are in place to ensure there is no discrimination when making care and support decisions.

People are supported to follow their interests and take part in activities that are appropriate to them including in the wider community. This is an area which is in development so the impact and effectiveness of the current improvements will need to be demonstrated.

The service ensures that people are encouraged and supported to develop and maintain relationships with people that matter to them, both within the service and the wider community to avoid social isolation.

The service has a nominated Dementia lead(s) who oversees standards in dementia care on a service wide and individual basis.

The Home has demonstrated achievement of this outcome.

Improvements to activities have been made but the impact needs to be demonstrated.

Safe Care & Treatment

Outcome 6 - Safeguarding/Understanding Safeguarding

Determination - Fully Met

Safeguarding systems, processes and practices are in place, staff are aware and any updates are communicated to staff.

Systems, processes and practices protect people from abuse, neglect, harassment and breaches of their dignity and respect. Staff can recognise signs of potential abuse and know what to do when abuse is suspected.

Processes are in place to ensure people are protected from discrimination, harassment and abuse, in line with the Equality Act.

People are supported to understand what safeguarding means, and they are encouraged to raise any concerns. If people are subject to a safeguarding investigation, they are supported during this process.

Staff understand their responsibilities to raise concerns, to record safety incidents, concerns and near misses, and to report them internally and externally, where appropriate.

There are processes for reviewing and investigating safeguarding incidents when incidents occur. All relevant staff, services, partner organisations and people who use services are involved in reviews and investigations.

Safeguarding investigations, reviews and audits ensure lessons can be learned to improve how care, treatment and support is delivered.

The Home has demonstrated achievement of this outcome.

Outcome 7 - Medication

Determination - Fully Met

The medication outcome has been assessed by the Medicines Optimisation Service further information can be found in the Assessment Report dated 30.12.22 appended to this report.

The Home has demonstrated achievement of this outcome.

The Home has demonstrated compliance with the action plan and has sustained improvements.

Outcome 8 - Cleanliness and infection control

Determination - Fully Met

There are suitable arrangements for making sure that premises are kept clean and hygienic so that people are protected from infections and a range of risk assessments are in place and updated regularly.

Staff understand their roles and responsibilities in relation to infection control and hygiene.

Policies and procedures are maintained and followed in line with current relevant national guidance.

The service ensures that it alerts the right external agencies (e.g. HBC, visitors, and professionals) to concerns around infections that affect people's health and wellbeing.

The home mostly completes the Essential Steps documentation and has a designated IPC Champion.

There is a system in place to manage the occupational health needs and obligations of staff in relation to infection.

The Home has demonstrated achievement of this outcome.

Outcome 9 - Premises & Equipment

Determination - Fully Met

Technology is used to support people to receive timely care and support and is easy to use.

Regular health and safety checks of bedrooms and communal areas ensure that people are supported to stay safe. Any issues identified are resolved in a timely manner.

When things go wrong, lessons are learned, themes are identified, and action is taken as a result of reviews and investigations.

Learning from lessons is shared to make sure that action is taken to improve safety across relevant parts of the service. Staff learn from reviews and investigations by other services and organisations.

The service has arrangements to respond to relevant external safety alerts, recalls, inquiries, investigations and reviews. Information is shared to staff when appropriate.

People are involved in decisions about the environment.

People have access to appropriate spaces: • in gardens and other outdoor spaces • to see and look after their visitors • for meaningful activities • to spend time together • to be alone.

The signage, decoration and other adaptations to the premises help to meet people's needs and promote their independence. Changes to the environment are managed to avoid causing distress to people who live there.

Staff with responsibility for maintaining equipment are appropriately trained to ensure it is fit for purpose.

The service maintains and follows policies and procedures in line with current relevant national guidance.

The Home has demonstrated achievement of this outcome.

Outcome 10 - Health & Safety

Due to unforeseen circumstances it has not been possible to fully complete the Health & Safety Assessments for inclusion in this report. The home has therefore been awarded a notional 30 points which is the maximum points available for health & safety. The Council will continue to progress the assessments outside of the QSF reporting process.

Outcome 11 - Moving & Handling

Determination - Fully Met

The service ensures that moving and handling of people is undertaken in a safe way including:(a) A Moving and Handling Policy is in place.(b) All people who use the service are assessed in relation to their mobility and there is detailed task guidance in the support plan.(c) Services using specialist equipment include an OT assessment.(d) Risk assessments are appropriate.(e) Most staff have had moving and handling Training within the last 12 months.(f) Moving and handling training is provided by a competent trainer.(g) Trained staff monitor staff techniques on a periodic basis.

Moving and Handling risk assessments are in place and reviewed regularly.

Professional instruction is outlined in people's support plans. It is detailed, accurate, reviewed and followed by staff.

People are encouraged to assist, where safe to do so, in their own transfers.

When support is being given to move people, reassurance is given in a compassionate manner by staff.

Staff have skills, competencies, qualifications, experience and knowledge, to meet people's individual needs.

Equipment is checked, maintained and serviced to ensure it is safe for staff and people to use.

Moving and handling equipment is used in accordance with manufacturers instructions.

There have been no near misses or accidents whilst hoisting in the last 12 months.

The Home has demonstrated achievement of this outcome.

Governance

Outcome 12 - Leadership & Management

Determination - Fully Met

There are arrangements including within the rotas, for making sure that staffing levels are sufficient, staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs and personal preferences are accounted for where possible.

Managers are aware of the day-to-day culture in the service including the attitudes, values and behaviour of staff. They encourage staff to feel positive and proud to work in the organisation

The service promotes and supports fairness, transparency and an open culture for staff.

The manager makes sure that staff are supported, respected and valued. Their rights and wellbeing are protected and they are motivated, and caring.

The service shows honesty and transparency from all levels of staff and leadership following an incident. This is shared with people using the service and their families in line with the duty of candour. The service ensures people are supported when incidents occur.

Leaders have the skills, knowledge, experience and integrity they need to lead effectively, both when they are appointed and on an ongoing basis

The service has a clear vision and a set of values and leaders make sure these are promoted and understood by staff and embedded into practice.

The leadership is visible and capable at all levels and inspires staff to provide a quality service.

Managers and staff have a shared understanding of the key challenges, achievements, concerns and risks.

The organisation promotes equality and inclusion within its workforce and most staff have up to date equality and diversity training.

There is a registered manager in post.

The registered manager understands their responsibilities and are supported by the regional manager and the provider to deliver what is required.

All relevant legal requirements are understood and met, including CQC registration requirements, safety and public health related obligations, and the submission of notifications. Managers understand recommendations made by CQC, keep up-to-date with relevant changes and communicate them to staff.

Staff are actively involved in developing the service. They are encouraged to be involved in considering and proposing new ways of working, including ways of putting values into practice.

There are links with the local community which have a positive impact on the service.

The service works in partnership with key organisations, including the local authority, safeguarding teams and clinical commissioning groups and multidisciplinary teams, to support care provision, service development and joined-up care and does so in an open, honest and transparent way.

The service gives staff the time, training and support they need to provide care and support in a compassionate and personal way. Staff have time to listen to people, answer their questions, provide information and involve people in decisions

The service has clear disciplinary procedures which are followed when it identifies that staff are responsible for unsafe practice.

The Home has demonstrated achievement of this outcome.

Outcome 13 - Staffing, Recruitment, Support & Learning

Determination - Substantially Met

All staff have received appropriate induction upon commencement of employment.

Staff receive feedback from managers in a constructive and motivating way, which enables them to know what action they need to take.

The service makes sure that responsibility and accountability is understood at all levels which promotes the delivery of high-quality, person-centred care.

There are clear and transparent processes for staff to account for their decisions, actions, behaviours and performance.

Staff are supported and protected when raising concerns and questioning practice including whistle-blowers.

Safety is promoted in recruitment practices, arrangements to support staff, training arrangements, disciplinary procedures and observations.

Staff receive effective training in safety systems, processes and practices and this is reviewed regularly.

Staff respond in a compassionate, timely and appropriate way when people experience physical pain, discomfort or emotional distress.

People have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience. However, The Provider must ensure that training levels are at a higher completion rate.

Staff are supported to keep their professional practice and knowledge updated in line with best practice but training completion levels need to be higher.

Staff know and understand what is expected of them and this is reinforced with regular support, supervision, appraisal and training.

Staff teams work collaboratively, share responsibility and resolve conflict quickly and constructively. There are cooperative, supportive and appreciative relationships among staff.

There are effective systems of communication to ensure information is shared timely and appropriately so staff can carry out their roles and responsibilities effectively.

The Home has not demonstrated achievement of this outcome.

Mandatory update training is available to all staff but completion rates need to be higher to ensure staff have the right skills and knowledge to carry out their role.

The level of impact has been assessed as low – there is no or minimal impact on residents.

The likelihood that the impact will happen or recur has been assessed as possible – the impact may happen/recur but it is not a persistent issue.

Outcome 14 - Quality Assurance

Determination - Substantially Met

The service maintains a log of whistleblowing, staff concerns, safeguarding and accidents or incidents and investigates each incident thoroughly. Plans are developed and monitored to ensure actions are completed.

When incidents occur they are analysed to look for common themes and trends to ensure lessons are learned.

Lessons learned from incidents are shared with staff to improve service delivery and prevent reoccurrence.

The service must ensure that its approach to quality is integral and all staff are aware of potential risks that may compromise quality. This includes keeping training up to date.

The service enables and encourage accessible open communication with all people who use the service including their family, friends, staff and representatives.

People's views and experiences are gathered and acted on to shape and improve the services and culture.

Resources and support is available to develop staff and teams and drive improvement.

Quality assurance systems enable the service to evaluate and learn from current performance ensuring continuous improvement and to improve future performance. Any arising action plans should be continuously revisited to ensure actions are completed and improvements sustained.

Success and innovation is recognised, encouraged and implemented
Information from incidents, investigations and compliments are evaluated. Lessons are learned and changes are made if required.

The service ensures that the delivery of care, treatment and support is in line with current local and national guidance.

Information technology systems are used to help effectively monitor and improve the quality of care.

The provider is accredited as standards are met or approaching standards in the DPST Toolkit.

The Home has not demonstrated achievement of this outcome.

Resources are available to improve services in terms of training but Management and staff must ensure that completion levels are increased.

The level of impact has been assessed as low – there is no or minimal impact on residents.

The likelihood that the impact will happen or recur has been assessed as possible – the impact may happen/recur but it is not a persistent issue.

Outcome 15 - Complaints

Determination - Fully Met

People who use the service are provided with information on how to make a complaint or raise concerns and this is regularly promoted.

The complaints process is accessible, is easy for people to raise a concern or complaint and is encouraged.

There is a formal log of complaints which is kept up to date. A cumulative annual log would be beneficial to the Manager to help identify trends. Complaints are handled effectively with openness, transparency and confidentiality. The complainant receives regular updates, a timely response and an explanation of the outcome including the appeals process.

People who raise concerns or complaints are protected from discrimination, harassment or disadvantage and are supported throughout the process.

Concerns and complaints are used as an opportunity to learn and promote continuous improvement and examples of this were evidenced.

The Home has demonstrated achievement of this outcome.

However, the Manager would benefit from a cumulative annual complaints log to be able to identify trends.

Date	Home	Total Points	Outcome of assessment	No. of points achieved
01 March 2023	Queens Meadow Care Home			
Person Centred Care		270		242.0
	1 - Assessment & Review	70	Substantially Met	42.0
	2 - MCA & Consent	70	Fully Met	70.0
	3 - DoIS	30	Fully Met	30.0
	4 - Nutrition & hydration	70	Fully Met	70.0
	5 - Promoting Dignity, Autonomy & Choice	30	Fully Met	30.0
Safe Care and Treatment		260		260.0
	6 - Safeguarding/Understanding Safeguarding	70	Fully Met	70.0
	7 - Medication	70	Fully Met	70.0
	8 - Infection Control	30	Fully Met	30.0
	9 - Premises & Equipment	30	Fully Met	30.0
	10 - Health & Safety	30	Fully Met	30.0
	11 - Moving & Handling	30	Fully Met	30.0
Governance		220		164.0
	12 - Leadership & Management	70	Fully Met	70.0
	13 - Staffing, Recruitment, Support & Learning	70	Substantially Met	42.0
	14 - Quality Assurance	70	Substantially Met	42.0
	15 - Complaints	10	Fully Met	10.0
Environmental Standards		250		250.0
Total of Overall Outcomes				
	Fully Met	12	80.0%	
	Substantially Met	3	20.0%	
	Partly Met	0	0.0%	
	Not Met	0	0.0%	
	**To be recorded	0	0.0%	
	Total	15		
Total Points	Person Centred Care	270.0		242.0
	Safe Care and Treatment	260.0		260.0
	Governance	220.0		164.0
	Environmental Standards	250.0		250.0
		1000		916
	Banding :	Grade 1		