

# Review of compliance

<p>Disability Action Yorkshire Disability Action Yorkshire - 34 Claro Road</p>	
<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	34 Claro Road Harrogate North Yorkshire HG1 4AU
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	<p>Claro Road was built and opened in February 2007, and is owned by the charity Disability Action Yorkshire. The home offers personal care and support for up to twenty people from the age of eighteen, with physical disabilities.</p> <p>The home's main aim is to support people living there to meet their personal lifestyle aspirations, whilst participating in the running of the home.</p>

	<p>It is situated about one mile from the centre of Harrogate, with its major transport links.</p>
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Disability Action Yorkshire - 34 Claro Road 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 29 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

We spoke to people who use the service and they confirmed that they make their own decisions about how they want to be supported from day-to-day.

For example people said they were asked about what activities they wanted to be involved in during the week. Some people wanted to attend college to develop their knowledge and skills further; others enjoyed going into Harrogate and joining social groups and participating in community activities.

People told us that they were supported by the staff to plan activities around what interested them and how they wished to maintain and develop their independence.

People also told us about contact and visits to their families and holidays they had enjoyed and also of those planned for the future.

We were invited to look at people's bedrooms and people confirmed that they decided how their bedrooms were decorated the colour schemes and what they wanted to have in their rooms such as: music systems, televisions, posters, pictures and other items to personalise their rooms.

### What we found about the standards we reviewed and how well Disability Action Yorkshire - 34 Claro Road 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 were provided with good opportunities and support to promote their independence and ensure their dignity was upheld. Overall, we found that the service 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 received safe and good quality care that meets their needs and protects their rights. Overall, we found that the service was meeting this essential standard.

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

People were protected from abuse, the risk of abuse and their human rights were respected and upheld. Overall, we found that the service was meeting this essential standard.

## **Outcome 12: People should be cared for by staff who are properly qualified and able to do their job**

People who use the service were supported by staff who were safely recruited and trained to do their job. Overall, we found that the service 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 benefited from a safe and good quality service, because good, effective quality monitoring takes place which ensured they were always consulted. Overall, we found that the service 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 that they decided how they wanted to spend their time. They told us that they planned what they wanted to do and often tried out new and interesting activities. Some of those activities were helping within the home with domestic tasks, whilst others were based in the local community. The community activities included; shopping and outings into Harrogate, participating in social groups and attending the local college.

##### Other evidence

The manager told us that all the people who live at the home were able to decide how they want to be supported and how they wish to live their lives.

We looked in the care records and saw that people were very much involved in making the decisions made within their assessments and care plans. We could also clearly see how people were supported to make meaningful choices in their lives. Where people were able they had signed their reviews to confirm their understanding and agreement.

People told us that they did as much as they could for themselves and that this was encouraged by the staff; they wanted to be independent with as little help from staff as possible. They showed us how their living spaces had been adapted to support this independence; the kitchen had height adjustable counterpanes and wall cupboards. We

saw that people prepared food and participated in household chores, adaptations to the environment was important to facilitate this,

We saw that in the care plan assessments for all individuals included "environmental control", this specified how that person's environment needed adapting to support their independence. We saw with one individual that this was about remote devices always being accessible on his wheelchair table. This meant that he could call for assistance from staff if he needed, but independently manage to work his television, DVD and lights in his room.

People also told us that they felt the work they did in the home was a team effort, if some people couldn't manage to do something they would help out. Those people with less complex disabilities were encouraged to help others, for instance one person helped support another individual with their meal.

People told us that they choose their food and plan their menus; people usually dine together in the evenings whereas lunch was more informal.

People living at the home meet regularly and discuss the issues that affect them in the unit they live in, there were minutes recorded from these meetings and these were displayed for people to see.

We talked to the staff who explained how they supported people with their choices and aspirations. They told us that enabled people with their independence in the way that they preferred, They said that they knew people's preferences and supported people to make informed choices even where risks were involved with the decision that they made.

We saw that the staff had had training in the deprivation of liberties and mental capacity act to ensure that they were able to recognise and support people with their rights whilst living at the home.

We observed that staff understood people and their different methods of communicating. Staff were respectful and patient; people were not rushed and were able to complete tasks at their own pace. People observed were at ease and comfortable with staff.

### **Our judgement**

People were provided with good opportunities and support to promote their independence and ensure their dignity was upheld. Overall, we found that the service 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

We spoke to people who told us that they did what they wanted to and enjoyed a good range of activities during the week.

##### Other evidence

We talked to staff and found that they had a good understanding of people's communication and that they were able to help people make day-to-day decisions in their lives.

We saw that people had many opportunities to take part in activities that interest them and staff encouraged people to live fulfilling lives. People had many opportunities to engage in individual activities and had opportunities for further experiences and holidays beyond the home. Places people had recently chosen to go to had included, Harlow Carr, Knaresborough Castle and Leeds Bradford Airport. This was in addition to the usual resources in Harrogate such as the shops, cinema, theatre and concert hall. Holidays included "Vitalise", who specialise in short breaks for people with disabilities.

We looked at some of the care records. The assessments and care plans we saw covered areas such as, personal care, communication, mental capacity, health needs, environmental controls and independent living skills. We saw evidence that the documents were person centred. This meant that decisions were made by the individual and that their support would be in the way that they wanted and preferred. The records were written in a way that indicated the skills people already had and then described the support people need to manage other tasks.

The staff recognised the importance of their role in enabling and supporting people and that they told us that they felt it was important not to undermine people's independence.

We saw that people were encouraged to plan their own lives. Each individual had a key worker who supported them in their care planning meeting. All staff supported people in their day-to-day decisions and enabled them to engage in areas that interest them both in the home and the wider community.

We also saw that the assessments and care plans were regularly updated and reviewed, this was important to make sure that changing needs were not overlooked.

**Our judgement**

People living at the home received safe and good quality care that meets their needs and protects their rights. Overall, we found that the service 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 told us that if they had any concerns they talked to the staff or the manager of the service. They confirmed that they found the manager and staff easy to talk to and that they felt their opinions were respected.

##### Other evidence

We looked at the care documents and found that the risk assessments had been updated for those people who may be vulnerable, and this gave clear instructions for staff to know how best to protect people and keep them safe from potential harm.

We observed that staff were patient and gave people the opportunities to express themselves. We saw that staff were reassuring and gentle and had a good understanding of people's individual needs.

We saw staff records that confirmed they had completed safeguarding training. Care staff said they had received training in how to protect vulnerable people. They were able to describe the different types of abuse and say what action they would take if they suspected abuse or had an allegation of abuse made to them.

Staff described the procedure for reporting concerns outside of the organisation and said they would not hesitate to report any concerns if they needed to. This was important to protect people who may be vulnerable and made sure staff knew what action to take to ensure people's safety.

We spoke to NYCC (North Yorkshire County Council) who said there had been one safeguarding alert which had been well managed and the management of the home had put recommendations into place. They told us that they had not further concerns about the home.

**Our judgement**

People were protected from abuse, the risk of abuse and their human rights were respected and upheld. Overall, we found that the service was meeting this essential standard.

## Outcome 12: Requirements relating to workers

### 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

### What we found

#### Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

#### Our findings

##### What people who use the service experienced and told us

People said that there was a good mix of skill and age in the staff group at the home.

##### Other evidence

We asked the most recently recruited staff about the way in which they had been recruited. They said that when they had been recruited the right checks were made before they started to work at the home. We also asked them about supervision and they told us that they had supervision and support from the staff and manager at the home. They also told us that they had started an induction programme and had commenced training in areas such as manual handling and health and safety. In addition to this they had received an employee handbook and that they had access to policies and procedures.

During the visit we looked at two staff files, the records confirmed that all the right checks had been completed before they began working at the home. This was important to make sure that people were cared for by safe and competent staff.

The manager gave us a copy of the training matrix, which shows all the training the staff had achieved and the training planned. This was essential to make sure the home knows when any training updates were required.

Staff told us that they discuss their training needs when they had supervision; they also told us that the training they had completed had helped them in their confidence and ability working at the home.

We looked at the staff training records and found that the home kept up to date with staff training in areas such as manual handling, health and safety and safeguarding.

**Our judgement**

People who use the service were supported by staff who were safely recruited and trained to do their job. Overall, we found that the service 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 felt that their opinions were taken into account in the running of the home.

##### Other evidence

People told us that they had regular, meetings in the home where all people living at the home were invited. This was important to make sure everyone had the opportunity to have their opinions heard and contribute to future decision making in the home.

The staff told us that there were regular staff meeting and we saw the minutes of those meetings which confirmed that staff had opportunities to discuss areas of concern and the performance of the home.

The manager told us that there were annual quality surveys sent out to people, in June. The results from these were used to improve the care and service provided at the home.

We saw that care plans were person centred and people had regular reviews. There was consistent consultation about the care people received at the home.

We saw the care records and confirmed that these were regularly audited. We looked at the audit records and found they were completed monthly and action taken where concerns were raised.

The manager confirmed that the health and safety of the home was regularly monitored and that all staff were responsible for making sure the home was safe.

We looked at the fire safety assessment, gas and electricity safety records. These were complete with the exception of the gas safety record which was now out of date. We discussed this with the manager who told us they would address this; we asked them to send confirmation when this was completed.

We saw that the manager audited the home monthly and looked at areas such as care documents, medication and customer satisfaction. We also saw that the provider visited the home regularly and looked at all aspects of the home including staffing, accident recording, medication and health and safety.

We looked at the documents they used for their quality assurance monitoring and found that these were completed regularly.

The food standards agency had also visited the service and it had been awarded 5 stars, which was the highest level achievable.

### **Our judgement**

People benefited from a safe and good quality service, because good, effective quality monitoring takes place which ensured they were always consulted. Overall, we found that the service 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

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