Review of compliance

Rebecca Homes The Mount	
Region:	West Midlands
Location address:	Wood Lane Yoxall Burton-upon-Trent Staffordshire DE13 8PH
Type of service:	Care home service without nursing
Date of Publication:	August 2012
Overview of the service:	The service provides accommodation and support for seven people with a learning disability.

Summary of our findings
for the essential standards of quality and safety

Our current overall judgement

The Mount 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 24 July 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 carried out this visit to check on the care and welfare of people using this service. The visit was unannounced which meant the provider and the staff did not know we were coming. We carried out this visit as part of our schedule of planned inspections.

Six people were living in the home when we visited. We spoke everybody living in the home and three people told us about their experience of living there. Where people were unable to tell us about their experiences due to their learning disability, we spent time observing the support they received from staff. We also spoke with three members of staff and the registered manager.

People's privacy and dignity were respected. We saw staff knocking on people's doors and waiting for an answer before entering. People told us they could spend time alone in their bedroom when they wanted to.

People received care and support that met their individual needs. People had care records which had been written in a style that people understood, and people told us they had decided how they wanted to be supported. The plans included pictures and photographs to support understanding. People told us, "The staff helped me put it together and it tells everyone what I like and what I want."

Staff supported people to go out and do the things they enjoyed. People told us, "We can go where we want to go. We tell the staff and they help us to arrange it." And "We choose where we want to go and who with."

We saw that people using the service were encouraged to be independent and they told us they were responsible for looking after and tidying their rooms. People told us they helped with cooking, and making drinks, and we saw people baking during our visit.

People told us they felt safe living at the home and would talk to staff, family or advocate if they had any concerns. We saw that the people living there and their relatives were asked for their views about the home. People told us that they knew how to complain if they were unhappy but had not needed to do this.

What we found about the standards we reviewed and how well The Mount 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

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

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

The provider was meeting this standard. Care and treatment was planned and delivered in line with people's individual needs.

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

The provider was meeting this standard. People who use 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.

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

The provider was meeting this standard. Appropriate checks were undertaken before staff began work.

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 was meeting this standard. There was ongoing quality monitoring of the service to monitor that people continue to receive effective and appropriate care.

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
The essential standards of quality and safety states that people understand the care, treatment and support available to them.

People using the service told us they were involved in making decisions about their care. Two people showed us their support plan and we discussed this with them along with any assessments of risk. The two people knew what was written in their care records, which had been recorded in a style they could understand. People told us, "We go through these with staff. I tell the staff what to put in there." And "This is all about me, what I want to do and how I need help." This meant that the plans had been developed with people and recorded important information which staff could follow to provide agreed support.

People told us they made choices about what they did, where they went and what they ate and drank. They said they had regular meetings where they discussed these things and one person said, "If I'm not happy I say so at the meetings."

People's diversity, values and human rights were respected. We saw that people's care records included information about their religious beliefs and their cultural needs. There was a prayer room within the grounds of the service, and staff told us this was available

if people wanted to pray or think about personal issues in a quiet environment.

People were supported to maintain contact with their family. People told us that they went out with their family, visited them or they visited them at the home. This meant people could maintain close contact with family members and participate in family activities.

We saw that people were dressed in individual styles of dress that reflected their age, gender and the activities they were doing. People told us they went shopping and bought their own clothes, and could choose what to wear. One person told us," I've got all the clothes I need now, some for work, and for going out."

Other evidence
We spoke with three staff about how people were supported to make decisions. They told us people were encouraged to be as independent as possible and to take responsibility for their life and daily decisions. The staff told us, "We're here to support people to do things for themselves, and not to take over. It's their life and it's important they get to choose how to live it." And "It's important people make their own decisions and choices, we guide them. Sometimes we may not agree, but life is about learning and we make sure people do that safely." This meant people were able to take responsible risks and chose how to spend their time, and supported to make important decisions about their life.

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

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
The essential standards for quality and safety states that people who use the service experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

People were supported in promoting their independence and community involvement. We talked to people about how they spent their time and they told us they participated in a variety of activities including horse riding, swimming, canoeing, and trips out using local transport, shopping, college and volunteer work. On the day of our visit three people had attended college for an activities day and three people chose to go to a social club in the evening. People told us they enjoyed the social club as they met up with their friends and could play pool or snooker, listen to music and dance.

One person went shopping and had written a personal shopping list. They told us they were going to buy personal items before going out for a meal. Other people told us they were involved with food shopping to ensure they could cook what they had chosen for their meal.

People told us they had opportunities to learn new skills at college and were involved in voluntary work. People talked to us about how they were involved with dog walking at a local charity centre, completing conservation work and gardening at a local place of interest. One person told us, "I like to keep busy and go out. I love my work, it doesn't matter what the weather is like, I like to do my job."

We saw that people were encouraged to do things for themselves. One person told us they liked to make snacks and drinks and we saw the necessary equipment and ingredients were available for people to do this independently. Another person was able to make a cake, and told us, "I love making cakes, I make one every week."

There were photographs displayed of recent events including the jubilee celebration and holiday activities. People told us they had chosen where to go on holiday, if they wanted to go alone or with friends, and what staff they wanted to support them. Four people had chosen to go separately to different regions in France and three people had chosen to go to Devon. People spoke positively about their holiday. One person told us, "I liked France, I got to meet different people and see different things. I liked the food there."

Other evidence
We saw that care was planned and delivered in a way that ensured people's safety and welfare. Care records showed that the risks to their safety had been identified and assessed and stated what should be done to reduce them. We saw that each plan was reviewed with people using the service.

We talked with three staff about the care records and staff were knowledgeable about how to support people. Staff could tell us how about the support people needed in the home and the community and how to approach people to reduce any anxiety. The staff we spoke were consistent with their responses about supporting people. Having an agreed plan which all trained staff follow, meant people had their needs met in a consistent and safe way, which protected the person and other people living and working at the home.

Our judgement
The provider was meeting this standard. Care and treatment was planned and delivered in line with people's individual needs.

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
The essential standards of quality and safety states that people who use services should be safeguarded against the risk of abuse.

We asked people who used the service if they felt safe and were confident to speak with the staff if they were anxious or had a concern. People using the service told us the staff told them how to keep safe and what to do if they were unhappy. People told us if they had any concerns they could speak to staff, their family, advocate or staff at college or work. One person said, "There are always people to speak to. The staff here look after me and I'd tell somebody if I wasn't happy with anything."

Other evidence
We talked to three staff who told us they had received training for recognising signs of abuse and were able to talk about different types of abuse. We discussed the agreed safeguarding procedure and staff told us they would record why decisions were made to ensure this was clear and evidenced. Since out last visit there have been no safeguarding incidents within the service.

We talked to staff about how they would raise concerns about risks to people and any poor practice in the service. The staff told us they were aware of the whistleblowing procedure and felt they would be able to raise concerns and be supported by the management team. The staff told us, "I know the managers here would do everything they needed to. I would not hesitate in speaking out." This means suitable action would be taken to protect staff if they raised a concern in good faith, to protect people in

receipt of care or from potential harm.

Our judgement
The provider was meeting this standard. People who use 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.

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
The essential standards of quality and safety states that people who use services are safe and have their needs met by people who are able to do their job.

People told us they had an opportunity to met new staff before they started working in the home. Staff confirmed new staff would spend time with people in the home before starting or deciding to work in the service.

Other evidence
We looked at three staff files of people who had been recently recruited to the service. The files demonstrated that a range of checks had been made to ensure that people were protected from the risk of having unsuitable staff working with them. These included receiving Criminal Records Bureau disclosure checks and completed application forms, interview records, and identity checks. There were written references for staff which meant the staff had been appropriately recruited.

We saw a copy of the induction process and we talked to one member of staff about their induction and the support provided. The records and staff we spoke with confirmed it included care practices and care records, how to deal with daily events and emergencies, moving and handling, safeguarding procedures and they were given opportunities to spend time with people. At the end of the induction staff received an appraisal of their work and told us they continued to have individual appraisals of their work practices, to ensure high standards were maintained.

Our judgement
The provider was meeting this standard. Appropriate checks were undertaken before staff began work.

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
There were monthly meetings with people using the service, and people were able to discuss what was happening in their home. We looked at minutes of these meetings and saw that people had discussed where to go and what to do, the staffing arrangements and any compliments or concerns. One person told us, "We get to tell staff anything, sometimes I don't have much to say, but they always listen to us." This meant people had an opportunity to talk about how the home was managed.

We saw a newsletter was produced each month to inform people of what events were taking place, what had been happening the previous month and any important information such as birthdays. There were photographs of social events, and we saw one newsletter included a photograph and information about an award that had been received. This meant people were kept informed of events and had an opportunity to celebrate their achievements.

Other evidence
We reviewed the information we hold about this service. We had not received any negative information in relation to monitoring the quality of the service.

In order to monitor the quality of the service a senior manager visited the home monthly. We saw they carried out a sample of audits including reviewing care records, health and safety audits and speaking to staff and people using the service. We saw the visits were recorded and included information about what had been reviewed. This meant the service ensured quality was monitored on a regular basis.

The service had conducted a satisfaction survey for people using the service, relatives and professionals. We saw the information collected from the questionnaires had been analysed and an action plan completed to improve the quality of the service provision. A copy was sent to people to demonstrate how they were continually developing the service to meet the needs of the people who used it.

The service carried out a variety of monthly and weekly checks on environmental issues, such as water testing and fire equipment, and health and safety checks. We looked at these audits and saw they were up to date. The audits conducted demonstrated where there were any concerns and an action plan was completed, which recorded who was responsible and a timescale for completion. This meant the people could be confident the service was carrying out necessary checks to protect their health and welfare.

Our judgement
The provider was meeting this standard. There was ongoing quality monitoring of the service to monitor that people continue to receive effective and appropriate care.

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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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA