Review of compliance

Hestia Housing & Support Old Oak Road	
Region:	London
Location address:	9 Old Oak Road Acton, London W3 7HN
Type of service:	Supported living service
Date of Publication:	August 2012
Overview of the service:	9 Old Oak Road is a supported living service for adults with mental health needs. It is registered for the regulated activity of personal care.

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

Our current overall judgement

Old Oak Road 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 4 July 2012, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

During our visit we spoke with two people who use the service. They told us that they got good support from the staff. They said the staff were courteous and respectful towards them.

People told us that being at the service helped them to increase their self-esteem and gain more independence in their life. They said they were supported by staff and they led the lives they wanted to.

People told us staff had the right skills and experience to support them with their needs.

What we found about the standards we reviewed and how well Old Oak 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's views and experiences were taken into account in the way the service was provided and delivered in 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 06: People should get safe and coordinated care when they move between different services

People's health safety and welfare was protected when more than one provider was involved in their care and treatment, or when they moved between different services. This was because the provider worked in co-operation with others.

The provider was meeting this standard.

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

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.

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 supported by staff who were supported to deliver care 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
Peoples' diversity, values and human rights were respected. People told us they were treated with respect and their privacy was maintained. They said there was always generally always staff available when they needed them, although they would like to be kept informed when staff would be out of the building.

People who use the service understood the care and treatment choices available to them. People told us they were involved in decisions made about the service, and their views were taken into account in areas such as how they spent their time and their involvement in any group activities.

Other evidence
Assessments were carried out of the needs of the people who use the service. These were individualised to each person. People were involved in different activities each week, such as using drop-in services, individual work with staff and in-house activities.

People expressed their views and were involved in making decisions about their care and treatment. People had regular one-to-one meetings with their 'keyworker' (a named staff member who works alongside them to support them with meeting their goals). We saw that these meetings were used to review progress with achieving goals and also an

opportunity for the person to raise any issues they had. We saw records of regular house meetings held with the people who use the service, where people were kept informed of any significant events, and their views sought about any changes that had taken place.

We observed staff being friendly and polite towards the people who use the service.

Our judgement
People's views and experiences were taken into account in the way the service was provided and delivered in 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
People told us they were able to lead independent lives, with the support of the staff if they needed this.

Other evidence
Peoples' needs were assessed and care and treatment was planned and delivered in line with their individual care plan. The assessments of people had been developed into detailed person centred support plans around areas significant to the person, such as help with finances, physical needs and relapse prevention. The records showed that the support plans were kept under regular review and updated with the involvement of the person who uses the service.

Care and treatment was planned and delivered in a way that ensured people's safety and welfare. Risks to people had been identified and individualised risk management plans developed to ensure they were safe. These included plans to minimise risks to people from violence and their vulnerability, both inside the home and out in the community.

Our judgement
People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

Outcome 06:
Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:
* Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with Outcome 06: Cooperating with other providers

Our findings

What people who use the service experienced and told us
People told us that they receive support from their Community Psychiatric Nurses.

Other evidence
People's health safety and welfare was protected when more than one provider was involved in their care and treatment, or when they moved between different services. This was because the provider worked in co-operation with others.

The staff told us they were in regular contact with the community mental health team members who were involved with the people who use the service to ensure that people's needs are assessed and met on a multi-disciplinary basis. Feedback we received from members of the community teams confirmed that the service worked with them to plan care and support for people.

In the care files we saw guidance and input from professionals such as the psychiatrist and community psychiatric nurse.

Our judgement
People's health safety and welfare was protected when more than one provider was involved in their care and treatment, or when they moved between different services. This was because the provider worked in co-operation with others.

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 told us they felt safe at the service. They said if there were any emergencies they could contact the staff, who dealt promptly with these.

Other evidence
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.
The staff demonstrated a good understanding of their responsibilities within safeguarding people, and alerting relevant statutory teams of any safeguarding concerns.

We saw evidence of safeguarding training provided to staff. This ensured that staff had an awareness of safeguarding issues and knew what actions to take in the event of a safeguarding incident at the service.

The Care Quality Commission records show that no safeguarding issues have occurred at the service since being registered.

Our judgement
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.

The provider was meeting this standard.

Outcome 14:
Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
People who use the service told us they generally felt the staff understood their needs and gave them the right support.

Other evidence
Staff received appropriate professional development. We saw evidence of training that had been provided to staff in relevant areas such as mental health awareness, food hygiene, equality and diversity, first aid and dealing with challenging behaviour. Staff we spoke to had an in-depth knowledge of each person's individual needs and how best to support them.

Staff received an induction to working at the service and ongoing regular support from their line manager through one-to-one supervision sessions. Staff told us that they were supported by their manager and the organisation.

Our judgement
People were supported by staff who were supported to deliver care 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
People told us that they were involved in reviews about the support they receive and of where they live. They said told us they were able to raise any issues they might have during these reviews and the house meetings.

Other evidence
The provider had an effective system to regularly assess and monitor the quality of service that people receive. We saw records that demonstrated that the group manager and service manager carried out regular visits to the service. The deputy manager also showed us the quarterly monitoring reports that they compile for the organisation, which gave feedback about how the service was performing in areas such as involving people who use the service, support planning and incident reporting.

The deputy manager told us people who use the service can give feedback about the service through the house meetings, making a complaint or being able to contact the organisation. We saw information on display in the lounge area on how people could do this.

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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