Review of compliance

Livability Dolphin Court	
Region:	East
Location address:	179-182 Eastern Esplanade Thorpe Bay Essex SS1 3AA
Type of service:	Care home service without nursing Domiciliary care service
Date of Publication:	January 2012
Overview of the service:	Dolphin Court is owned and managed by Livability a charity working with people living with disability. The service is licensed to provide care and accommodation for persons who require nursing or personal care. Up to 17 people can be accommodated at Dolphin Court.

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

Our current overall judgement

Dolphin Court 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 13 January 2012, carried out a visit on 13 December 2011, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us that they were very happy living in Dolphin Court. They felt that they were treated as individuals by staff. People said that they were involved with their care and offered choices about what they did. People also said that their independence was encouraged. They felt that their maintained their autonomy and followed their own routines as far as possible.

People spoke well of the staff who they felt were kind and understanding.

People said that the spacious accommodation provided at the home met their needs. They enjoyed having their own flats and their own space to entertain.

What we found about the standards we reviewed and how well Dolphin Court 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 is compliant with this outcome. People are involved in planning their own care and support because staff understand the importance of this and encourage their involvement at every stage.

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

The provider is compliant with this outcome. People receive good support because their needs are properly assessed and planed for. Staff understand people's needs and work with them in ways that support their independence and individuality.

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

The provider is compliant with this outcome. People living in Dolphin Court receive safe care and support because staff are trained and have a good understanding of safeguarding issues and procedures.

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

The provider is compliant with this outcome. People living in Dolphin Court receive good care and support because staff are well trained and supported to perform well in their role.

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 is compliant with this outcome. People can comment on the service and know that the quality of the care they receive is monitored. This is because the service consults with them on the quality of their care and has monitoring procedures in place.

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 staff gave them choices about what they wanted to do and where they wanted to go. People told us that they felt in control of their own lives and did what they wanted to do with support from staff when needed. People said that they were involved in planning their own care to suit their individual goals and choices.

Other evidence
Records viewed, management and staff spoken with and information available showed us that the service puts people using the service at the centre of the support it provides, and seeks their involvement. People are involved in making choices and decisions about their care. During our visit we saw staff offering people choice, and saw that people freely made their own decisions and went about their daily lives.

Regular meetings take place where people can express their views and have input into the running of the service.

We identified from discussion and training records that most staff have received training in the Mental Capacity Act and depravation of liberties to better understand the issues around assisting people with making decisions.

It was evident that staff seek to provide care with dignity and privacy. Each flat has its own front door bell which was used by staff in seeking entrance. People's flats reflected their individual lifestyle choices.

Our judgement
The provider is compliant with this outcome. People are involved in planning their own care and support because staff understand the importance of this and encourage their involvement at every stage.

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 that the support they receive is very good. They felt that the staff understood their needs and never rushed them. People told us that staff very much encouraged them do things for themselves where they could.
People said that there was usually enough to occupy them. One person told us about their work experience placement that they were enjoying.

Other evidence
People told us that they were happy with the care and support offered at Dolphin Court. A survey using questionnaires undertaken by the provider in 2011 also confirmed that levels of satisfaction with the service are high.

People's care and support needs are assessed and planned for through an electronic system of care planning and record keeping. On our first visit to the service on 13 December 2011 we found that the home had been without a full telephone system or internet connection for over three weeks. There were no paper copies of assessments or care plans available. We felt that this was posed a potential risk to people using the service, should regular staff who know and understand their needs not be available. The deputy manager planned to rectify this situation by visiting another unit and printing off relevant records. When we revisited the service on 13 January 2012 we found that each person now had paper copies of their care plans and risk assessments available. People had signed these to say they had been discussed with them and agreed. This paper system will now be maintained and in place to cover for any future need.

We revisited the service on 13 January when the systems were up and running again. We saw that the system was comprehensive in its approach, and allowed for all people's personal, healthcare, social and cultural needs to be assessed, planned for and kept under review. All staff can access the system. We viewed some records via the computer system and found generally that care plans and records were comprehensive well maintained and kept under regular review. As the home had only very recently had the computer system back up and running there was still some updating to be done and this was in hand.

Many of the people living at Dolphin Court are independent and come and go as they wish. We saw from information available that people go out to art classes and college. Some people are involved with a local church and some undertake work experience placements. People also undertake regular shopping trips with or without staff support as appropriate. Regular trips to the theatre or shows are arranged. Regular in house activities also take place such as bingo. When we revisited the service in on 13 January people told us that they had enjoyed all the Christmas and new year festivities. People also have the opportunity to go on holidays and one person told us about how they are looking forward to a break in Hemsby early this year.

Our judgement
The provider is compliant with this outcome. People receive good support because their needs are properly assessed and planed for. Staff understand people's needs and work with them in ways that support their independence and individuality.

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 they felt safe living in Dolphin Court, and had no concerns about any of the staff. One person said, "I feel very safe living here." People were relaxed and happy in their interactions with staff.

Other evidence
Training records showed us that staff had been trained in safeguarding vulnerable adults. This will help them to understand what abuse is and their responsibility to report any concerns. Safeguarding is also covered as part of staffs' induction when they start work at the home, and in the staff handbook which all staff receive. Appropriate information was available to staff about safeguarding and whistleblowing both through local authority guidelines and organisational procedures.

In discussion with the deputy manager it was clear that they had a good knowledge and understanding of making referrals and taking appropriate actions to safeguard people.

Our judgement
The provider is compliant with this outcome. People living in Dolphin Court receive safe care and support because staff are trained and have a good understanding of safeguarding issues and procedures.

Outcome 14:
Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:
* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us
People told us that they were very happy with the staff team at the home. They said that the staff were very good and understood their needs. Recent survey results confirmed a high level of satisfaction with the staff team.

Other evidence
Staff told us that they felt supported in their role and had access to good levels of training. Staff that we spoke with felt that there was good teamwork in the home.

Many staff working at Dolphin Court have been there for some time. This provides continuity and stability for people living in the service.

We saw evidence in staff files of induction programmes and one to one supervision.

The deputy manager explained the induction process to us. This included new staff working as supernumerary initially. This allows new staff to shadow experienced staff and get to know people using the service, many of whom have complex needs.

The deputy manager explained about the cascade approach taken with staff supervision. They acknowledged that levels of supervision were not currently as frequent as they should be that that they were working towards addressing this.

Team meetings are held to offer staff support and the opportunity to discuss any issues.

Training records showed that staff receive a satisfactory level of training so that they are skilled in meeting people's needs. Most staff at the service have achieved National Vocational Qualifications in care at level two and/or three. This will again ensure that staff working at Dolphin Court have good core skills and knowledge.

Our judgement
The provider is compliant with this outcome. People living in Dolphin Court receive good care and support because staff are well trained and supported to perform well in their role.

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 happy with the quality of the service and that things were currently going very well. They felt that staff had time to talk to them, listen to their views and offer any assistance they could.

Other evidence
People have opportunities to comment on the service. Regular residents meetings are held. The minutes of residents meetings that we saw showed that they were for general discussion, updating people and seeking their views. People using the service also have access at any time to a representative of the service user involvement group. Information provided showed that people using the service, their families and other stakeholders are able to express their views on the surveys through regular surveys.

Staff have access through representatives to the organisations staff forum, and regular staff meetings are held, for people to raise any issues.

During our visit we saw that people felt free to seek out the deputy manager and to discuss any issues with staff.

The organisation monitors the service through visits and checks. Internal audits are undertaken in areas such as medication, health and safety and infection control. The manager undertakes spot checks at night to ensure that standards are being maintained across 24 hours.

Our judgement
The provider is compliant with this outcome. People can comment on the service and know that the quality of the care they receive is monitored. This is because the service consults with them on the quality of their care and has monitoring procedures in place.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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