Review of compliance

London Borough of Waltham Forest Trumpington Road	
Region:	London
Location address:	130 Trumpington Road Forest Gate, Walthamforest London E7 9EQ
Type of service:	Care home service without nursing
Date of Publication:	July 2012
Overview of the service:	Trumpington Road is a purpose built 10-bed care home and respite unit managed by the London Borough of Waltham Forest. The buildings are detached on their own plot which sets them apart from the other houses in the street. The service is divided into four units. One of the units can accommodate

	people with physical disabilities. Generally the length of stay varies and can be as short as an overnight or weekend stay.

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

Our current overall judgement

Trumpington 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.

What people told us

We spoke to a people who used the service who told us they were "happy with the service" but there was room for improvement and they would like to see services focused on "one to one" with service users. Another person told us that "staff are brilliant, they are improving me".

What we found about the standards we reviewed and how well Trumpington 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.

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.

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

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 in place to identify, assess and manage risks to the health, safety and welfare of people using the service and others.

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
We spoke to a person who used the service who told us the service was "better than it used to be" and there had been "quite a lot of improvements in the and care."

Other evidence
During our visit we observed staff interactions with people who used the service. We saw evidence that staff spoke with people at Trumpington Road in a polite and respectful manner. People were asked what they would like to do and whether they were comfortable. We spoke with a service user's relative who told us that they had seen improvements in the service however more activities could be made available for people when they stay at Trumpington Road. We looked at three care plans to see evidence of resident involvement in their care. We saw residents were involved, their likes and dislikes were noted, the activities they enjoyed were noted. The care plans had sections in an easy read format which would make the information more accessible to residents with learning disabilities. We observed one resident playing video games which was noted in their care plan as an activity they enjoyed. We saw another resident listening to music this was listed as an activity they liked. This was evidence the service was taking account of residents' opinions.

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.

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 a person who used the service who told us they were "happy with the service" but there was room for improvement and they would like to see services focused on "more one to one" with service users. Another person told us that "staff are brilliant, they are improving me".

Other evidence
We observed residents at Trumpington Road looking clean and presentable when we visited. One resident was very active walking around the home greeting members of staff.

We looked at three care plans during our visit. The care plans detailed how residents wanted to be cared for and the activities they wanted to participate in. Each care plan had an activities form listing what activities the resident engaged in such as going for a walk or attending the hairdressers. We saw residents engaging in activities they enjoyed including listening to music, going for walks outside the home and we were told some residents were going to a day centre.

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

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
We observed people who used 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.

Other evidence
We observed the cleaning cupboard had hazardous substances inside it. The cupboard was sign posted with pictures to indicate toxic and harmful chemicals. The cleaning cupboard was unlocked when we arrived. We were told this was due to staff using items to clean but the cupboard was always locked. We saw a staff member hoovering the floor. We checked the cupboard again and found it securely locked.

We spoke with staff members about the training they had undertaken to safeguard residents and respite service users they informed us they attended training in safeguarding, fire safety, food hygiene, first aid and medication. We looked at three staff records, we saw staff had been CRB checked and they had attended training including safeguarding and first aid. We asked staff whether they were aware of safeguarding procedures, one staff member said the procedure was " report, record, report". This indicated a good awareness of safeguarding procedures.

We looked at the fire safety log which was adequately filled out with the time and date of the last fire safety check. We observed a resident was placed in a wheelchair safely and secured for their walk. Each unit in the home had a fire safety plaque with

directions what to do in the event of a fire and where to meet. Risks associated with residents were mitigated by conducting regular checks on fire safety equipment and notifying emergency services of missing residents in the event of a fire.

We saw evidence that the management of service user money was routinely checked with numbered receipts, two record books one kept in the manager's office the other in a safe in the front office. This process seemed sufficient to minimise the risk of financial abuse

Our judgement
People who used 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 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
Staff received appropriate professional development. We spoke with a resident who told us "staff were brilliant".

Other evidence
We spoke to two members of staff. They informed us of the training they had attended including food hygiene, challenging behaviour and first aid. We checked the staff training records and three individual staff files, we saw evidence staff had attended training with certificates on their records. We noted that staff had monthly one to ones and appraisals with their supervisor where matters concerning their performance were discussed. We were shown a joint development training programme for 2012-2013 by the manager with a list of training seminars that would be made available to staff. The manager also showed us a spreadsheet with the names of staff members against training seminars to attend. We found this showed staff were given the appropriate training to do their jobs.

We observed a meeting. Staff members were able to raise matters concerning residents and discuss ways to resolve problems. Other matters discussed in the team meeting were health and safety, Olympic planning and service user holidays. We checked the staff room area and saw there were a number of posters and leaflets on the information board regarding safeguarding, health and safety and making complaints to the local authority. This indicated staff had sufficient information to raise concerns if they had any.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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
The people living at the service were not able to tell us their views.

Other evidence
We looked at Trumpington Road's records including their auditing procedures, health and safety check folder, communication book and fire safety log. We found adequate checks had been conducted on the service's procedures including an audit by the finance team of the local authority and an audit by the resource manager. We spoke with the manager about the type of checks they conducted to ensure the quality of the services. They informed us they met regularly with their line manager and the resource manager to quality assure the services they offered using evidence such as care plans, staff records and safety checks. This was sufficient to show assessing and monitoring of the quality of the service.

Our judgement
The provider had an effective system in place to identify, assess and manage risks to the health, safety and welfare of people using the service and others.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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