Review of compliance

A & L Care Homes Limited Amberley House - Plymouth	
Region:	South West
Location address:	171-175 Ridgeway Plymouth Devon PL7 2HJ
Type of service:	Care home service without nursing
Date of Publication:	November 2011
Overview of the service:	Amberley House is registered to provide accommodation and personal care for up to 39 people. Amberley House cannot provide nursing care.

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

Our current overall judgement

Amberley House - Plymouth 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 because concerns were identified in relation to:

Outcome 04 - Care and welfare of people who use services
Outcome 07 - Safeguarding people who use services from abuse
Outcome 13 - Staffing

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 1 September 2011, talked to staff and talked to people who use services.

What people told us

On our visit to the home we spoke with five of the people living there five staff, one relative and the owners of the home.

People living at the home who told us that they never had any concerns about the care and treatment they receive from the home and that a doctor was always called if there were any concerns about their health.

People living at the home told us that they enjoyed living there, that staff were 'very good' and there was always enough staff about. One person told us 'Doesn't matter who you talk to - they are all good'. Another person told us 'If you want anything done it is usually done very efficiently and quickly'.

What we found about the standards we reviewed and how well Amberley House - Plymouth was meeting them

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

People's care needs are currently being met.

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

human rights

Procedures are in place to ensure abuse is prevented, recognised and reported.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

There are sufficient staff to meet the current needs and numbers of people living at the Amberley House.

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 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
Concerns were raised with us about the care and attention of an individual following the noticing of bruises to the individual's face. We looked at care records relating to this individual and spoke to staff who were on duty. We saw and heard that the bruising had been noticed, but it was not known how this had happened as the person had not had the bruising when they left the dining room but had the bruising the next time they were seen in the lounge. We were told that the person could not have fallen as they would not have been able to get themselves up from the floor. The person themselves could not recall how the bruising occurred. We saw in their care records that paramedics had been called and that appropriate care had been given throughout this time. The individual was later referred for an X-ray and no fracture was found. Entries were also seen in the accident record book.

However, we saw a later entry in the person's care records stating a bump had been noticed on the side of the individual's head. There were no further entries specifically mentioning this but the next day the records show the individual had been seen and was OK.

We spoke with five other people living at the home who told us that they never had any concerns about the care and treatment they receive from the home and that a doctor was always called if there were any concerns about their health.

We spoke with one representative of people living at the home and who was there to help the owner complete the care plans for their relatives. They told us they were happy

with the care their relatives were receiving.

Other evidence
No other evidence was needed to make a judgement on this essential standard.

Our judgement
People's care needs are currently being met.

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 spoke with four staff about the training they had received in relation to keeping people safe and protecting them from abuse. Staff were able to tell us about differing types of abuse and they were clear about what they would do if they suspected abuse was occurring at the home. All were very clear that they would have no hesitation in reporting any suspected abuse.

Other evidence
No other evidence was needed to make a judgement on this essential standard.

Our judgement
Procedures are in place to ensure abuse is prevented, recognised and reported.

Outcome 13:
Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us
Concerns were also raised with us about staffing levels at the home. It was reported to us that staff were often taken from the home to work at the owner's other home when that home was short of staff. We looked at staffing rotas going back several months spoke with five staff, the owners and five people living at the home. Rotas show that there are normally four care staff on duty, plus a senior carer and ancillary staff for a maximum of 38 people.

Four staff that we spoke with told us that there were always enough staff on duty, that they never had to rush people when providing personal care and that they had time to sit and chat with people or organise activities. One staff member told us that there had been occasions when staff had been sent to the other home to work and that this had caused staff to be rushed at Amberley House. The owners told us that they would never leave Amberley House understaffed and that when staff had gone over to their other home staff from the day centre had covered in the residential part of the home before going out to collect the day centre clients.

People living at the home told us that they enjoyed living at the home, that staff were 'very good' and there were enough staff about. One person told us 'Doesn't matter who you talk to - they are all good'. Another person told us 'If you want anything done it is usually done very efficiently and quickly'.

Other evidence
No other evidence was needed to make a judgement on this essential standard.

Our judgement
There are sufficient staff to meet the current needs and numbers of people living at the Amberley House.

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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