Review of compliance

Oregon Care Limited Callum House	
Region:	London
Location address:	26 The Drive Coulsdon Surrey CR5 2BL
Type of service:	Care home service without nursing
Date of Publication:	May 2012
Overview of the service:	Callum House is a care home that provides accommodation and personal care for up to seven people with learning disabilities.

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

Our current overall judgement

Callum House 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 9 May 2012, 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 who use the service told us that there were regular service users meetings where they talked about the home. They also told us there was a questionnaire that they completed once a year.

People told us they went out regularly to day services, college, on shopping trips, day trips and had been on holidays.

One person told us "I go to college on Mondays, I go swimming and to the gym sometimes" another person told us "I go to the coffee shop and have cooking lessons at the day centre".

We observed some people getting ready to go swimming. They told us it was something they enjoyed and it helped them to lose weight.

All of the people we spoke to told us that staff treated them well and listed to what they had to say.

They told us that the home was always clean and comfortable.

We observed positive interactions between staff and people using the service throughout the course of our visit, we saw staff speaking and listening to people in a courteous and respectful manner.

What we found about the standards we reviewed and how well Callum

House 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. People's privacy, dignity and independence were respected.

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

Peoples' needs were assessed and care was planned and delivered in line with their individual care plan. Care was planned and delivered in a way that ensured people's safety and welfare.

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.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

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

There were effective recruitment and selection processes in place.

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 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 effective systems to regularly assess and monitor the quality of service that people receive. People who use the service were asked for their views about their care and they were acted on.

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
People who use the service told us that there were regular service users meetings where they talked about the home. They also told us there was a questionnaire that they completed once a year.

People told us they went out regularly to day services, college, on shopping trips, day trips and had been on holidays.

One person told us "I go to college on Mondays, I go swimming and to the gym sometimes" another person told us "I go to the coffee shop and have cooking lessons at the day centre".

We observed some people getting ready to go swimming. They told us it was something they enjoyed and it helped them to lose weight.

All of the people we spoke to told us that staff treated them well and listed to what they had to say.

They told us that the home was always clean and comfortable.

We observed positive interactions between staff and people using the service throughout the course of our visit, we saw staff speaking and listening to people in a courteous and respectful manner.

Other evidence
The registered manager told us that questionnaires had recently been completed by people who use the service, their relatives and day service providers. They told us feedback from the surveys would be used to make improvements at the home.

The registered manager showed us the minute's from regular service users meetings. All of the people we spoke to confirmed they regularly attended these meetings, they told us that this was where they could speak to the registered manager and staff about what happened at the home and what things they would like to do.

The registered manager showed us some people who use the services person centred plans. These plans indicated that people were able to express their views, so far as they are able to do so, and they were involved in making decisions about their care and support.

The registered manager showed us a service user timetable, a list of activities attended by people who use the service. Activities included college, day services, aqua fit, snooker and gardening.

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. People's privacy, dignity and independence were respected.

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 had care plans and they had discussed their care and support needs with staff.

Other evidence
People who use the service had differing communication abilities however they were able to express their wishes and opinions to a staff team that understood them.

The registered manager showed us three people who use the services files. We saw that all had care plans and risk assessments, these documents contained detailed information about the support they needed from staff to ensure their personal, social and health care needs were being met; they were easy to understand and had been kept under regular review.

The home supports some people who present challenging behaviours. In April 2012 the registered manager notified the Care Quality Commission and local authorities about two incidents of aggression involving some people who use the service. As a result of these incidents the people involved were referred to health care professionals, support plans were set in place and all of the people who use the services had their risk assessment reviewed. The registered manager told us that there had been no more incidents since the support plans were set in place.

The registered manager showed us evidence that some of the people who use the services care managers had reviewed their placements in 2011 and 2012. The

registered manager told us that some people had not had their placements reviewed since 2009. They told us that placement reviews had been arranged for all of the people who use the service in 2011 but some did not take place. They had contacted relevant care managers to arrange new review dates.

Our judgement
Peoples' needs were assessed and care was planned and delivered in line with their individual care plan. Care was planned and delivered in a way that ensured people's safety and welfare.

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
On this occasion we did not speak to people about this outcome area.

Other evidence
The registered manager showed us the homes safeguarding adults from abuse policy. They told us they had a copy of the Pan London Guidance on Safeguarding and used this along side the homes own policy.

We looked at staff training records. We saw that the majority of staff including the registered manager had received safeguarding vulnerable adults training however one member of staff had not received this training. The registered manager told us that they would arrange for this member of staff to attend training on safeguarding vulnerable adults.

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.

Outcome 09:
Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:
* Will have their medicines at the times they need them, and in a safe way.
* Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us
On this occasion we did not speak to people about this outcome area.

Other evidence
We checked medication administration records; these were up to date and accurate indicating that people were receiving their medications as prescribed.

We looked at staff training records. We saw that the majority of staff had received medication administration training between 2010 and 2012. The registered manager told us that all staff had received medication administration training however some staff required refresher training. They told us that this had been arranged.

Our judgement
People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

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
On this occasion we did not speak to people about this outcome area.

Other evidence
We looked at the most recently employed members of staff's personnel files. These files included Criminal Records Bureau checks, two references, and copies of their passports, completed application forms, job descriptions and health questionnaires.

The registered manager showed us that Criminal Records Bureau checks had been obtained for all members of staff.

Our judgement
There were effective recruitment and selection processes in place.

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
On this occasion we did not speak to people about this outcome area.

Other evidence
We looked at all staff training records. We saw that between 2011 and 2012 most staff had received training fire safety, safeguarding vulnerable adults, moving and handling, food hygiene, first aid, infection control, health and safety and the administration of medication. The registered manager told us that all members of staff had received the above mentioned training but some required refresher training, some training had already been arranged and some training was being planned.

At our last visit to the home in 2010 we recorded that all staff had attended training on safeguarding, fire safety, first aid, moving and handling, health and safety, infection control, medication, food hygiene and managing violence and aggression.

We observed that a member of staff that worked during the night and worked alone had not received training in 2011 or 2012 on moving and handling, safeguarding or food hygiene. The registered manager told us that they had arranged for refresher training, where required, for all members of staff and would make sure that the member of staff that worked during the night completed this training.

A member of staff told us they were receiving regular formal supervision and had an annual appraisal. They told us that team meetings took place every month.

The registered manager showed us records indicating that all members of staff received

regular formal recorded supervision and an annual appraisal. They also showed us the minutes from regular staff meetings.

Our judgement
People were cared for by staff who were supported to deliver care 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
On this occasion we did not speak to people about this outcome area.

Other evidence
The registered manager told us that qualtiy assurance was completed annually and involved sending questionairres to people who use the service, their relatives and day services. Feedback from the completed questionairres was used by the registered provider to complete a report. This report was shared with people who use the service and their representatives. The registered manager told us that feedback from the questionairres was used to make improvements at the home.

The registered manager showed us reports from the registered provider's monthly quality monitoring visits. They also showed us records indicating that the fire alarm system was being checked on a weekly basis and regular fire evacuations had taken place. All staff had received training on fire safety in 2011/12.

The homes gas safety had been checked by engineers in December 2010, the registered manager told us they were arranging for the gas safety system to be checked again. Portable appliance testing had been carried out in September 2011 and the registered manager showed us documentary evidence of regular health and safety checks.

Our judgement
The provider had effective systems to regularly assess and monitor the quality of

service that people receive. People who use the service were asked for their views about their care and they were acted on.

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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Author	Care Quality Commission
Audience	The general public
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