Review of compliance

Oregon Care Ltd Callum House	
Region:	London
Location address:	26 The Drive Coulsdon Surrey CR5 2BL
Type of service:	Care home services without nursing.
Date the review was completed:	01/12/2010
Overview of the service:	Callum House is a care home that supports people with learning disabilities. The home is registered to provide accomodation for persons who require nursing or personal care without nursing for up to seven people.

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

What we found overall

We found that Callum House was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 the 7th of December 2010, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us

We met and spoke to six people who use the service. We met in the lounge and talked about living at Callum House. All of the people we spoke to said positive things about the home.

People told us that they had a chance to talk about important things happening at the home at service users meetings.

They enjoyed the food provided and they can if they wish involve themselves in planning what to eat, shopping for supplies and the preparation of meals.

The home was always clean and tidy.

They liked the home, their bedrooms, the furniture and how the place was decorated. One person showed us their bedroom, they told us that they really liked the room and liked to play music.

One person told us that later in the day they were going to put up and decorate the Christmas tree. They had plans to visit family on Christmas Eve and where looking forward to the Christmas party.

Other people told us they would spend Christmas at home with their family but were looking forward to a meal out at the Toby Carvery with the other people who use the service and some staff on Boxing Day.

We spoke to a member of staff, they told us that they had attended lots of training, they enjoyed coming to work and they were very well supported by the management team.

We spoke to the registered manager, they told us;

All of the people who use the service have care plans, person centred plans and health action plans. All of these have been kept under regular review by key workers, service users and care managers.

Staff attended training on infection control in February and August 2010.

The registered manager is the Infection Prevention and Control lead for the home.

Bathrooms have been replaced, hand washing signs put up and electric hand dryers have been installed in the home.

Four new staff had been recruited since the last inspection.

All staff have attended manditory training and common induction training including safeguarding, fire safety, first aid, moving and handling, health and safety, infection control, medication, food hygiene and managing violence and aggression.

Staff will attend a four day course to obtain a Learning Disability Qualification in January 2011.

Staff are attending regular team meetings and receive regular formal supervision.

The registered providers continue to carry out regular monitoring visits in order to make sure that people are safe and their views are sought and acted upon.

The home has not received any complaints since the last inspection.

There have been no safeguarding issues this year.

What we found about the standards we reviewed and how well Callum House was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People who use the service have their views and experiences taken into account in the way the service is provided and delivered.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

There are systems in place to gain people's consent to care and treatment.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

People who use the service experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 5: Food and drink should meet people's individual dietary needs

People who use the service are provided with a choice of nutritionally well balanced meals that meets their diverse needs and supports their health.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 6: People should get safe and coordinated care when they move between different services

The registered manager has managed the home for over ten years, they have developed good working relationships with health care providers and other professionals important for making sure that people who use the service are appropriately supported and protected.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 7: People should be protected from abuse and staff should respect their human rights

The provider has taken steps to prevent abuse and does not tolerate any abusive practice should it occur. People who use the service are kept safe because staff understand what constitutes abuse and know what they must do if they witness or suspect it.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

The provider has taken reasonably practicable steps to make sure that the premises are clean and free from the spread of infection.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

The service has consistently demonstrated over time that medication is managed safely, securely and appropriately.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

The provider has taken reasonably practicable steps to make sure that people live in safe, accessible surroundings that promote their wellbeing.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

The provider has taken steps to make sure that procedures are in place that protect the health and welfare of people who use the service and staff, however they must make sure that a landlords gas safety check is carried out.

- Overall, we found that Callum House was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

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

People are being supported by a team of staff that is fit, appropriately trained and are physically and mentally able to do their job.

- Overall, we found that Callum House was meeting this essential standard.

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

The staff team are receiving the appropriate support and training that enables them to work in a competent and confident manner.

- Overall, we found that Callum House was meeting this essential standard.

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

The staff team are receiving the appropriate support and training that enables them to work in a competent and confident manner.

- Overall, we found that Callum House was meeting this essential 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 has taken steps to make sure that the service is well run and that people who use the service views are taken into account.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 17: People should have their complaints listened to and acted on properly

People can be sure that their comments and complaints are listened to and acted upon.

- Overall, we found that Callum House was meeting this essential standard.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

The registered provider has made sure that personal and important information about people who use the service and staff is kept confidential and stored in a secure place.

- Overall, we found that Callum House was meeting this essential standard.

Please see previous review reports for more information.

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 1:
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 1: Respecting and involving people who use services

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We met and spoke to six people who use the service. We met in the lounge and talked about living at Callum House. All of the people we spoke to said positive things about the home. People told us that they had a chance to talk about important things happening at the home at service users meetings.

One person who uses the service told us that later in the day they were going to put up and decorate the Christmas tree. They told us they had plans to visit family on Christmas Eve and where looking forward to the Christmas party. Other people told us they would spend Christmas at home with their family but were looking forward to a meal out at the Toby Carvery with the other people who use the service and some staff on Boxing Day.

Other evidence
The provider told us that they have a yearly quality audit where peoples views are taken into account. This is done through a questionairre, a report is written and a

service user quality meeting is held where the results are fed back to people who use the service.

On a daily informal basis views are taken on board by the care home staff, and actioned as appropriate, major possible chanages are discussed with the homeowners. They have within the quality documentation a yearly improvement/quality plan which looks at the environment, staffing, training and activities and person centred plans for people who use the service.

Our judgement
People who use the service have their views and experiences taken into account in the way the service is provided and delivered.

Outcome 2:
Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
People who use the service have differing communication abilities however they are able to express their wishes and opinions to a staff team who understand them. The registered manager told us that all of the people who use the service have close family links and they had written to peoples relatives about consent to care and treatment. All had replied agreeing that the home would be responsible for looking after peoples health care needs.

The registered manager told us that where a person using the service lacks capacity, best interest meetings are held with health care professionals and people who know and understand them so that the appropriate action is taken to make sure the person receives the best possible outcome.

Our judgement

There are systems in place to gain people’s consent to care and treatment.

Outcome 4:
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 4: Care and welfare of people who use services

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
People told us that they can talk about important things such as meals, holidays and social activities to staff, key workers and at service users meetings.

Other evidence
One person who uses the service told us that they get all the things they need and they can talk to staff about what activities they would like to do. They told us that they work in a local charity shop on Fridays and they enjoy visiting a local coffee shop for a capuchino and a cake.

Another person told us that they attend a local college and sometimes arrange activities with MIND. Other people told us that they went shopping and into town to various events and activities.

The registered manager told us that the all of the people who use the service have care plans, person centred plans and health action plans. All of these have been kept under regular review by key workers, service users and care managers.

The registered manager showed us one persons risk assessments. Risks to the person had been identified and assessed and plans of how these risks would be

managed and reviewed was in place. All of the risk assessments had been kept under review.

Our judgement
People who use the service experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

Outcome 5:
Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:
- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
People told us that they enjoyed the food provided and they can if they wish involve themselves in planning what to eat, shopping for supplies and the preparation of meals.

Other evidence
People who use the service told us that they liked the food. All were looking forward to the Christamas dinner or the meal out on Boxing Day. They told us that staff prepare most of the meals but they sometimes help. One person told us that they particularly enjoyed the fried breakfast on Saturday mornings. Another person told us that they regulary went on a weekly food shopping trip with staff.

One person told us that they regularly helped the staff with baking and recenty baked chocolate brownies and apple crumble for everyone to enjoy.

The inspector recorded at the last inpection in February 2010 that dietary needs and preferences are well catered for ensuring people who use the service are provided with daily variety and choice of nutritionally well balanced meals.

Our judgement
People who use the service are provided with a choice of nutritionally well balanced

meals that meets their diverse needs and supports their health.

Outcome 6:
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 6: Cooperating with other providers

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
The registered manager told us that they have good communication with psycholgists, psychiatrists, General Practitioners and district nurses and they and the staff team work closely with them to make sure that people who use the service health care needs are addressed and met.

They also have good communication with local authorities and regularly hold placement reviews to make sure that the home is meeting peoples assessed needs.

The home has a good track record of cooperating with other providers, including the Care Quality Commission and more recently Croydons safeguarding team.

Our judgement
The registered manager has managed the home for over ten years, they have developed good working relationships with health care providers and other professionals important for making sure that people who use the service are appropriately supported and protected.

Outcome 7:
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 7: Safeguarding people who use services from abuse

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We spoke to people who use the service about keeping safe. It was evident that some people had a limited understanding of this topic. Some people told us that they felt safe, all said that they liked the staff who looked after them.

Other evidence
There were two separate allegations made in the second half of 2009 that three members of staff had abused and/or neglected the people who lived there. Both disclosures were taken seriously by the provider. The police, the local safeguarding adults team and the Care Quality Commission were notified about the alleged abuse in accordance with safeguarding protocols. The allegations were substantiated following a full enquiry and as a direct consequence three members of staff were dismissed for gross misconduct and referred to the Independent Safeguarding Authority. This safeguarding issue was dealt with by the providers and the registered manager in a very prompt, open and professional manner.

We spoke to one member of staff, they told us that they had attended training on safeguarding adults. They also told us what steps they would take if they observed or suspected abuse or neglect of any person living at the home.

The registered manager told us that there had been no safeguarding issues in 2010.

Our judgement
The provider has taken steps to prevent abuse and does not tolerate any abusive practice should it occur. People who use the service are kept safe because staff understand what constitutes abuse and know what they must do if they witness or suspect it.

Outcome 8:
Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

What we found

Our judgement

The provider is compliant with outcome 8: Cleanliness and infection control

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
People who use the service told us that the home was always clean and tidy.

Other evidence
The people who use the service live in a comfortable and homely environment. The home was clean throughout and smelt fresh.

The registered manager told us that staff attended training on infection control in February and August 2010. They also told us that they are the Infection Prevention and Control lead for the home.

Our judgement
The provider has taken reasonably practicable steps to make sure that the premises are clean and free from the spread of infection.

Outcome 9:
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 9: Management of medicines

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
The inspector recorded at the last inspection that records accurately reflected stocks of medication held by the home on behalf of the people who live there. The registered manager had carried out regular spot checks to quality monitor the staff teams medication handling practises. The medication handling practice is inspected on an annual basis by an approved pharmacist.

People using the service are protected by the homes policies and procedures for dealing with medicines and are actively encouraged to take greater responsibility for looking after their own medication if they are willing and capable of doing so.

The registered manager told us that they have a contract with the local pharmacist for support and advice on medication. A member of staff told us that the pharmacist visited and checked the homes medication admistration systems on the 10th of September 2010.

Our judgement

The service has consistantly demonstrated over time that medication is managed safely, securely and appropriately.

Outcome 10:
Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with outcome 10: Safety and suitability of premises

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
All of the people who use the service told us they liked the home, their bedrooms, the furniture and how the place was dedorated.

One person showed us their bedroom, the room was bright and well decorated they had comfortable furniture, a television, a radio and an ipod and dock. They told us that they really liked the room and liked to play music.

Other evidence
We carried out a brief tour of the premises, there were many homely touches including photographs of social events such as holidays and parties.

The living room had comfortable furniture and a large television. Bathrooms had recently been refurbished, hand washing signs put up and electric hand dryers installed.

Our judgement
The provider has taken reasonably practicable steps to make sure that people live in safe, accessible surroundings that promote their wellbeing.The people who use the service live in a very comfortable and homely environment, and are kept safe because there are some good infection control systems in place.

Outcome 11:
Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:
- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

There are minor concerns with outcome 11: Safety, availability and suitability of equipment

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
None of the people who use the service require the use of any medical or physical support equipment.

The registered manager showed us a health and safety folder. This included documentary evidence that the fire alarm and fire safety equipment had been inspected and serviced by an appropriate professional. Fire drills had been carried out three monthly and the the fire alarm system is checked by staff on a regular weekly basis.

The registered manager produced a fire risk assessment for the home, this was last reviewed in February 2009. The registered manager was advised that the fire risk assessment should be kept under regular review.

The registered manager produced a copy of the landlords gas safety certificate. This indicated that the homes gas system was last inspected in October 2008. The

registered manager must make sure that the homes gas system is inspected as soon as possible. We are confident the provider has the capability to resolve this matter quickly and easily.

Our judgement
The provider has taken steps to make sure that procedures are in place that protect the health and welfare of people who use the service and staff, however they must make sure that a landlords gas safety check is carried out.

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

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
The registered manager told us that four new staff had been recruited since the last inspection. The registered manager showed us Criminal Records Bureau checks for threeof the new members of staff and an Independent Safeguarding Authority check for the other new member of staff. The registered manager told us that this member of staff is awaiting the Criminal Records Bureau check to be completed. In the meatime they are working under the supervision of experianced staff.

All staff have attended manditory training and common induction training including safeguarding, fire safety, first aid, moving and handling, health and safety, infection control, medication, food hygiene and managing violence and aggression.

Some staff have attended TEACHH training (Treatment and Education of Autistic and Related Communication Handicapped). Staff are also booked to attend a four day course to obtain a Learning Disability Qualification in January 2011.

The registered manager also told us that staff attend regular team meetings and receive regular formal supervision.

Our judgement
People are being supported by a team of staff that is fit, appropriately trained and are physically and mentally able to do their job.

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

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
During the registration process the provider told us that they are aware of current legisation, and continue to work with the staff and service users in promoting equal values and respect within the service. They employ a diverse staff team who all bring something form various backgrounds to the serivice. They ensure that up to date training is available so that people can understand other cultures and that people have a basic human right to be treated with respect and valued.

They told us that four new staff had been recruited since the last inspection. All staff have attended manditory training and common induction training including safeguarding, fire safety, first aid, moving and handling, health and safety, infection control, medication, food hygiene and managing violence and aggression.

Our judgement
The staff team are receiving the appropriate support and training that enables them to work in a competent and confident manner.

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

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
During the registration process the provider told us that they ensure that all the staff attend and participate in equality and diversity training, this is also part of the new staffs induction pack.

All staff have attended training on safeguarding, fire safety, first aid, moving and handling, health and safety, infection control, medication, food hygiene and managing violence and aggression.

Some staff have attended TEACHH training (Treatment and Education of Autistic and Related Communication Handicapped). Staff are also booked to attend a four day course to obtain a Learning Disability Qualification in January 2011.

We spoke to one member of staff, they told us that they had attended lots of training, they enjoyed coming to work and they were very well supported by the home management team.

The registered manager also told us that staff attend regular team meetings and receive regular formal supervision.

Our judgement
The staff team are receiving the appropriate support and training that enables them to work in a competent and confident manner.

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

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
During the registration process the provider told us that they carry out a quality audit on a yearly basis which involves the staff and service users in a questionaire which where relevant is typed in widgit symbols, some service users have support to complete it.

Questionaires are also sent out to day placements and areas where they have paid planned activities/sessions so they can gadge how others percieve the interaction with staff and the service users.

They also send a questionairre out the the service users next of kin/relatives.
The responce from the questionaires helps them to be more objective in how they can make inprovements to the service and enable and enrich the lives of the people who they help support and care for.

They feed back to the respondants what changes improvements that they make.

Throughout the year they welcome suggestions in how they can develop the services and make improvements.

The registered manager told us that the providers continue to carry out regular monthly visits to the home in order to make sure that people are safe and their views are sought and acted upon.

Our judgement
The provider has taken steps to make sure that the service is well run and that people who use the service views are taken into account.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We spoke to people who use the service about making a complaint. Some people told us that they knew who to speak to if they were not happy. It was evident that some people had a limited understanding of this topic.

Other evidence
The registered manager told us that people who use the service have differing communication abilities however they are able to express any concerns they have to a staff team who understand them.

A relevant complaints procedure is included in the Service Users Guide. The version has been formatted with symbols and pictures to make it more accessible to those people who cannot read. Informal concerns raised by people are addressed through discussion with staff on a day to day basis and at service users meetings.

The registered manager told us that the home had not received any complaints since the last inspection.

The Care Quality Commission has not received any complaints about the home.

Our judgement
People can be sure that their comments and complaints are listened to and acted upon.

Outcome 21:
Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with outcome 21: Records

Except in respect of Enter regulated activity, where we had a **Click here and select**.

Our findings

What people who use the service experienced and told us
We did not speak to people who use the service about this outcome.

Other evidence
The registered manager showed us a filing cabinet in the office where people who use the service and staff personal records and information is kept, they told us that the cabinet is always kept locked and they hold the only key.

Other daily working records such as care plans, health action plans, risk assessments, staffing rosters, health and safety and fire safety records are available to staff and kept in a locked office.

Our judgement
The registered provider has made sure that personal and important information about people who use the service and staff is kept confidential and stored in a secure place.

Action
we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care.	16.	11, Safety, availability and suitability of equipment
	Why we have concerns: The registered manager produced a copy of the landlords gas safety certificate. This indicated that the homes gas systems was last inspected in October 2008. The registered manager must make sure that the homes gas system is inspected as soon as possible. We are confident the provider has the capability to resolve this matter quickly and easily.	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent within 28 days of this report being received.

CQC should be informed in writing when these improvement actions are complete.

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 Adult 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
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA