Review of compliance

Brighton & Hove City Council Brighton & Hove City Council - The Beach House	
Region:	South East
Location address:	29 Westbourne Villas Hove East Sussex BN3 4GQ
Type of service:	Care home service without nursing
Date of Publication:	April 2012
Overview of the service:	Brighton and Hove City Council – The Beach House can provide accommodation and personal care for 14 people who have a learning disability and/or a physical disability. The service provided short breaks ranging from one night to a week. The purpose built accommodation was on three floors and a passenger lift gave step free access to all parts of the building. Each person had their own bedroom all of which had

	a private bathroom. There were lounges, dining areas, shared bathrooms and toilets.

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

Our current overall judgement

Brighton & Hove City Council - The Beach House was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 22 March 2012, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People who use services with whom we met had special communication needs. They expressed themselves using short sentences, words, sounds and signs. They said or indicated that the staff treated them with respect and supported them to raise any concerns they had. They said or indicated that they received the health and personal care they needed and that they were comfortable in their temporary home.

One person said, 'good, good' when asked about staying in the service. A carer (relative) said, 'My son loves to go to Beach House. He has a great time because he loves the activities like going out and being in the games room where they have a pool table and computer games. I don't mention he's going too early because otherwise he won't rest until his suitcase is packed'.

What we found about the standards we reviewed and how well Brighton & Hove City Council - The Beach 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 who use services were involved in decisions about their care and support, their privacy and dignity was respected and their independence was supported.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

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

People who use services experienced effective, safe and appropriate care, treatment and support that met their needs and protected their rights.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

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

People who use services were being kept safe from abuse or the risk of abuse and their human rights had been respected.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

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

People who use services were provided with accommodation that was safe and accessible and which promoted their independence.

Overall, we found that Brighton and Hove City Council – The Beach 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

People who use services benefited from reliable staffing arrangements so they could be confident that their needs for assistance would be met.

Overall, we found that Brighton and Hove City Council – The Beach 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

People who use services benefited from safe quality care and support due to effective decision making and the management of risks to their health, welfare and safety.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

Other information

Please see previous reports for more information about previous reviews.

What we found for each essential standard of quality and safety we reviewed

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01:
Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:
* Understand the care, treatment and support choices available to them.
* Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
* Have their privacy, dignity and independence respected.
* Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
People who use services said or indicated that their support needs had been discussed with them when they moved into the service. They also said or indicated that subsequent decisions involving them had been based upon their wishes.

One person smiled when asked about when they first visited the service and another said, 'yes, I go out to all things I like'.

A carer said, 'I think the service is brilliant and I can't speak too highly about it. My son loves going there. He's very sociable and loves going out bowling with the staff and doing all sorts of things. When he first went in there was a detailed introduction process and there was a full assessment so that staff knew about what support he needed and I was very much part of that process. I went to see the place and to chat to staff so I was reassured'. Another carer said, 'The staff support him to do all of his normal activities. It's the best sign that he always looks forward to going. In fact sometimes we have to pack a bit before his next stay so he's reassured that he'll be back there in a few weeks'.

Other evidence
When people had been considering starting to use the service their needs for support

had been assessed so that they could be confident they would get the help they needed. This included support with washing and dressing, preparing and eating meals, correctly taking medication, managing money, safely accessing the community and keeping in touch with family and friends.

The atmosphere in the service was relaxed, staff were polite and people were given time to do things in their own way. Staff recognised that some people had special communication needs. They spoke with them in an understandable way and supported them to make choices.

People had been given written information about the facilities and services provided in the service. Most of this information did not use pictures and graphics to make it more interesting and so it was not presented in a user-friendly way to make it more accessible.

People had been supported to wear clean clothes and they had their own possessions. They had been supported to personalise their bedrooms with things such as photographs and home entertainment equipment. They had been assisted to use the telephone and to deal with their mail.

In consultation with people, staff had kept in touch with their carers (relatives) so that they knew about any important developments. These included things such as when someone attended a non-routine medical appointment or when there was a significant change in the support they needed.

People had been supported to do a range of occupational and social activities. These included attending the local day opportunities service, doing college courses and working in sheltered employment. There were also social activities such as seeing friends and going out with staff to the shops and to leisure events.

People were free to receive guests whenever they wished.

Our judgement
People who use services were involved in decisions about their care and support, their privacy and dignity was respected and their independence was supported.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

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 who use services said or indicated that they were satisfied with the health and personal care they received and that their independence was encouraged.

One person pointed to a member of staff and smiled broadly. Another person said, 'staff good here for me'.

A carer said, 'The service has given my son gold star treatment. The staff always 'phone me before he goes in to see if his support needs have changed and they've been very helpful supporting him to go to medical appointments when he's been in so I can have a break. Another carer said, 'The staff always let me know how my son is doing and so I'm reassured that he's well because I'm completely confident that the staff know him and can provide him with all the care that I could'. A third carer said, 'Every time my son comes home I check his medication because he's on a lot and it needs to be right. It is right so I'm confident that he's being cared for in the right way and he always looks well'.

Other evidence
Each person had an individual plan of support that said what assistance they needed and wanted to receive. Most parts of the plans did not present information in a user-friendly way. The information in the plans included things such as helping people to do everyday tasks, managing medical conditions and accessing the local community. Staff said that these plans helped them to reliably provide support for people in ways that were right for them.

The plans took into account advice received from health and social care professionals and they had been reviewed to help make sure they were up to date and accurate.

There were written risk assessments that helped people to stay safe by avoiding unnecessary hazards. This included making sure that people were safe when doing domestic tasks, taking medication and going out in the community.

People received the support they needed. This included assistance with getting up and going to bed, washing and dressing, using the bathroom, having their meals, doing their laundry and generally organising their time.

People had received the healthcare services they needed including seeing professionals such as doctors, community nurses, dentists and opticians. There was a reliable system to pass on important information when people were admitted to hospital. This included details of the person's known medical conditions, medication and mobility.

Things to maintain good health had been provided such as assistance to eat healthily and using food supplements in order to maintain their weight.

Our judgement
People who use services experienced effective, safe and appropriate care, treatment and support that met their needs and protected their rights.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

Outcome 07:
Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:
* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
People who use services said or indicated they felt free to raise concerns and that they felt safe.

One person said 'I have things and go out to get things'. Another person confidently led a member of staff by the hand so that she could show him something she wanted to do.

A carer said, 'I have had to raise a minor concern recently. The manager looked into it straight away and then gave me a detailed account of what had happened and what had been done to help prevent it happening again'. Another carer said, 'I've never had to complain but if there was something that needed sorting I know that staff would sort it out for me. They're genuinely committed to the residents and so I know that anything which needed it would get sorted'. A third carer said, 'There's no us and them with staff you just pick the phone up and the staff are always willing to help. I feel like it's team work with them and that the staff want the best for my son'.

Other evidence
There was a user-friendly complaints procedure that explained how people could raise concerns. There was a procedure to help ensure that complaints were investigated and promptly resolved. The provider was not dealing with any complaints at the time of our visit.

There was a policy and procedure that described the action staff should take in order to

keep people safe from abuse. Staff had received relevant training and they knew what to do to keep people safe. This included being able to recognise abuse if it occurred and how to 'whistle-blow' if they had concerns. The manager had recently taken action to ensure that one person reliably received the intensive support they needed in order to avoid possible confrontations with the other people in residence.

There were arrangements to support people who needed special help when making certain important decisions such as receiving some kinds of medical attention. Also, there were safeguards if someone needed to have part of their freedom limited so that any restrictions used were the least necessary and were reviewed regularly. This included supporting people to manage close relationships in an informed way.

Security checks including references and a police check had been completed for staff. These had been done to help make sure that they were trustworthy to work with people who were vulnerable.

People were being helped to manage their money so they had enough to buy things. The records showed that people were being assisted in a reliable way to manage their money.

Our judgement
People who use services were being kept safe from abuse or the risk of abuse and their human rights had been respected.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

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

Our findings

What people who use the service experienced and told us
People who use services said or indicated that their accommodation was comfortable, homely and clean.

They said, 'I have my own bedroom and I like things' and 'Okay, I'm alright here'.

A carer said, 'It's a very modern and spacious building and they seem to have all of the facilities they need. When I've been there it's always warm, clean and organised without being regimented in any way'. Another carer said, 'The building is new and finished to a very high standard throughout. I've always found it to be welcoming and they always try to make sure that my son gets the same room which he likes'.

Other evidence
The property was well maintained and the accommodation was comfortably decorated and furnished. During our visit the heating was on and the accommodation was warm.

Hot water taps were temperature controlled and radiators were guarded to help reduce the likelihood of scalds and burns. There was a call bell system with call points in each of the bedrooms.

A contractor had completed regular checks of the fire safety equipment and more regular checks had been done by staff. There had been a recent fire drill when staff had practiced how to operate the fire safety procedure. Also, there were individual evacuation plans for each person so that they could receive the support they needed to safely leave the building if the fire alarm sounded.

Contractors had confirmed that gas appliances, the electrical wiring installation, the passenger lift and hoists were safe to use.

The kitchen was neat and clean and good food handling practices were in place. These included regular checks being been done to make sure that certain foods had been chilled and frozen correctly.

The laundry was equipped with a commercial washing and drying facilities. There was provision for some items to have a special hot wash to make sure that they had been properly cleaned.

Our judgement
People who use services were provided with accommodation that was safe and accessible and which promoted their independence.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

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
People who use services said or indicated that staff reliably provided them with the assistance and company they wanted.

One person said, 'I get helped with things and am okay' like'. Another person pointed to a member of staff and said, 'I do things with them and things I like doing'.

A carer said, 'When my son comes home he always looks neat and it's obvious that staff have taken care of him. He does need a lot of staff time and I'm confident from what he says that a lot of staff time has been given to supporting him'. Another carer said, 'When my son comes home I always note he looks clean. I know him so well he's obviously been well cared for'. A third carer said, 'When you talk to the staff who have been there a while they obviously know about my son and the care he needs so they're in a good position to make sure his complex needs are met'.

Other evidence
The number of staff on duty varied according to the number of people using the service and their particular needs for support. There were usually at least three support workers on duty during the day and evening and at other times there was always a staff presence. The written roster showed that shifts were being filled reliably and there were effective cover arrangements for planned and unexpected absences.

A number of things contributed to people receiving consistent support. These included having organised handover sessions at the beginning and end of each shift. At these

meetings staff reviewed each person's general wellbeing and as necessary planned for things such as supporting someone to attend a forthcoming medical appointment.

There was a work plan for each shift so that staff knew what they were expected to do.

There were regular staff meetings at which general issues to do with the running of the service were discussed. These included reviewing how staff could best be deployed so that they used their time efficiently.

Each member of staff had met regularly with the manager so that the quality of their work could be reviewed and so their training needs could be identified and met.

Staff had received introductory and ongoing training in a range of key subjects including fire safety, helping people with reduced mobility, basic first aid and handling medication. They had the knowledge and skills they needed to safely provide people with the care they needed.

Our judgement
People who use services benefited from reliable staffing arrangements so they could be confident that their needs for assistance would be met.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential 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
People who use services said or indicated that they were consulted about their home and could contribute suggestions to improve it.

One person said, 'I say how I like things'. Another person rubbed their hands and laughed when asked about any improvements they had suggested to staff.

A carer said, 'I do feel to be involved in the service because we have two monthly carers' meetings which are attended by staff. We are asked our views about the service'. Another carer said, 'Over time you get to know the staff and you can suggest things that you think might improve the service provided. To be honest I can't think of anything at the moment, but there's a free and easy feeling like it's a team between staff and parents'.

Other evidence
Feedback had been received from people who use services and their carers. Suggested improvements had been made including providing televisions in each bedroom. Also plans had been made to purchase protective equipment to enable people to use the service's tricycle in safety and comfort.

There had not been any significant accidents. There was a system to examine any that did occur in the future so that action could be taken to reduce the likelihood of them happening again.

Audits had been completed of key things such as the management of medication. This involved the manager checking that medicines were being ordered, stored, administered, recorded and disposed of in the correct way. Other audits included records of the money held by staff for people, the entries made in the plans of support and healthcare records.

National developments in good practice such as new guidance about the use of medicines and equipment had been received and acted upon. This was so that people had been protected from medicines or equipment that might no longer have been safe for them to use.

Our judgement
People who use services benefited from safe quality care and support due to effective decision making and the management of risks to their health, welfare and safety.

Overall, we found that Brighton and Hove City Council – The Beach House was meeting this essential standard.

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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