

***We are the regulator:** Our job is to check whether hospitals, care homes and care services are meeting essential standards.*

Saltram Crescent

91 & 99 Saltram Crescent, London, W9 3JS

Tel: 02089648154

Date of Inspection: 07 August 2014

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September 2014

We inspected the following standards to check that action had been taken to meet them. This is what we found:

Assessing and monitoring the quality of service provision



Met this standard

Details about this location

Registered Provider	Look Ahead Care and Support Limited
Registered Managers	Mrs Sarnjeet Kaur Banwait Mrs Gurpreet Kaur Johal
Overview of the service	Saltram Crescent is the registered location from which Look Ahead Housing and Care Limited provides personal care, predominantly support with medication, to people needing medium and high support for enduring mental health conditions. People are accommodated in supported living settings in Saltram Crescent (mainly men), Kean Street (men and women) and Harrow Road (men only). The three different settings overseen by this registration served different client groups and provide different levels of support. Each setting has its own staff and office.
Type of service	Domiciliary care service
Regulated activity	Personal care

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Summary of this inspection

Why we carried out this inspection

We carried out this inspection to check whether Saltram Crescent had taken action to meet the following essential standards:

- Assessing and monitoring the quality of service provision

This was an announced inspection.

How we carried out this inspection

We looked at the personal care or treatment records of people who use the service, carried out a visit on 7 August 2014, talked with people who use the service and talked with staff. We reviewed information given to us by the provider.

What people told us and what we found

At the previous inspection on 03/01/2014 we found non-compliance with Outcome 16, assessing and monitoring the quality of service provision. We judged that this had a minor impact upon people using the service. Following receipt of the inspection report, the provider sent us an Action Plan which stated how they would address the non-compliance within an agreed timescale. At the previous inspection we found that although people could speak with staff about their care and support, there was an absence of formal systems to seek the views of people using the service and their representatives.

At this inspection visit we found that the service had sent out questionnaires and spoken with people about how they wanted to provide their feedback. People using the service had taken part in a project to design questionnaires for their relatives and friends. The five people we spoke with told us they were happy with their care and they felt consulted about the quality of the service.

You can see our judgements on the front page of this report.

More information about the provider

Please see our website www.cqc.org.uk for more information, including our most recent judgements against the essential standards. You can contact us using the telephone number on the back of the report if you have additional questions.

There is a glossary at the back of this report which has definitions for words and phrases we use in the report.

Our judgements for each standard inspected

Assessing and monitoring the quality of service provision

✓ Met this standard

The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Our judgement

The provider was meeting this standard.

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

Reasons for our judgement

At the previous inspection we found there was little evidence that the provider asked people for their views about the care and treatment, and acted on these. The provider did not demonstrate that they carried out surveys for people using the service and their relatives. We spoke with twelve people at the previous inspection. Although people told us they could speak with managerial and support staff, some people did not feel as if they had been consulted. For example, the arrangements for the provision of meals had been changed at one of the projects and some people told us they did not feel as if they had been asked for their views.

At this inspection, we spoke with five people who used the service. People told us they were happy with the quality of their care and support, and they believed that the provider sought and acted upon their opinions. All of the people we spoke with were able to identify a senior person they would speak with if they had any comments or concerns and people said they were confident that any complaints would be managed in an open and professional way. One person told us, "I haven't been here for long but the manager has told me that they want to know what I think about my room and my care plan." Another person said, "I have filled in a questionnaire recently and I think the support is great. I have one-to-one meetings and go to house meetings. The staff ask us what we think."

We saw that the provider had piloted questionnaires across the three settings and spoken with 24 people using the service, to find out how they thought feedback should be gathered and used. The results of the questionnaire were positive, with most people stating that they were happy with their care, felt listened to by staff and were provided with opportunities to get involved in the day to day management of the service.

People using the service were involved in a working group with the provider, in order to produce an appropriate survey to send out to families and friends. This was confirmed by people we spoke with during the inspection visit. The manager told us that they had now

started consulting relatives and friends about the content of the survey.

We saw that people could also give feedback through using the suggestions box and they were given information about a dedicated free phone telephone number and a dedicated feedback email address. This meant that people could give feedback in a range of ways that suited their needs.

About CQC inspections

We are the regulator of health and social care in England.

All providers of regulated health and social 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 essential standards are described in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. We regulate against these standards, which we sometimes describe as "government standards".

We carry out unannounced inspections of all care homes, acute hospitals and domiciliary care services in England at least once a year to judge whether or not the essential standards are being met. We carry out inspections of other services less often. All of our inspections are unannounced unless there is a good reason to let the provider know we are coming.

There are 16 essential standards that relate most directly to the quality and safety of care and these are grouped into five key areas. When we inspect we could check all or part of any of the 16 standards at any time depending on the individual circumstances of the service. Because of this we often check different standards at different times.

When we inspect, we always visit and we do things like observe how people are cared for, and we talk to people who use the service, to their carers and to staff. We also review information we have gathered about the provider, check the service's records and check whether the right systems and processes are in place.

We focus on whether or not the provider is meeting the standards and we are guided by whether people are experiencing the outcomes they should be able to expect when the standards are being met. By outcomes we mean the impact care has on the health, safety and welfare of people who use the service, and the experience they have whilst receiving it.

Our inspectors judge if any action is required by the provider of the service to improve the standard of care being provided. Where providers are non-compliant with the regulations, we take enforcement action against them. If we require a service to take action, or if we take enforcement action, we re-inspect it before its next routine inspection was due. This could mean we re-inspect a service several times in one year. We also might decide to re-inspect a service if new concerns emerge about it before the next routine inspection.

In between inspections we continually monitor information we have about providers. The information comes from the public, the provider, other organisations, and from care workers.

You can tell us about your experience of this provider on our website.

How we define our judgements

The following pages show our findings and regulatory judgement for each essential standard or part of the standard that we inspected. Our judgements are based on the ongoing review and analysis of the information gathered by CQC about this provider and the evidence collected during this inspection.

We reach one of the following judgements for each essential standard inspected.

✓ Met this standard This means that the standard was being met in that the provider was compliant with the regulation. If we find that standards were met, we take no regulatory action but we may make comments that may be useful to the provider and to the public about minor improvements that could be made.

✗ Action needed This means that the standard was not being met in that the provider was non-compliant with the regulation. We may have set a compliance action requiring the provider to produce a report setting out how and by when changes will be made to make sure they comply with the standard. We monitor the implementation of action plans in these reports and, if necessary, take further action. We may have identified a breach of a regulation which is more serious, and we will make sure action is taken. We will report on this when it is complete.

✗ Enforcement action taken If the breach of the regulation was more serious, or there have been several or continual breaches, we have a range of actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers include issuing a warning notice; restricting or suspending the services a provider can offer, or the number of people it can care for; issuing fines and formal cautions; in extreme cases, cancelling a provider or managers registration or prosecuting a manager or provider. These enforcement powers are set out in law and mean that we can take swift, targeted action where services are failing people.

How we define our judgements (continued)

Where we find non-compliance with a regulation (or part of a regulation), we state which part of the regulation has been breached. Only where there is non compliance with one or more of Regulations 9-24 of the Regulated Activity Regulations, will our report include a judgement about the level of impact on people who use the service (and others, if appropriate to the regulation). This could be a minor, moderate or major impact.

Minor impact - 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.

Moderate impact - 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.

Major impact - 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

We decide the most appropriate action to take to ensure that the necessary changes are made. We always follow up to check whether action has been taken to meet the standards.

Glossary of terms we use in this report

Essential standard

The essential standards of quality and safety are described in our *Guidance about compliance: Essential standards of quality and safety*. They consist of a significant number of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. These regulations describe the essential standards of quality and safety that people who use health and adult social care services have a right to expect. A full list of the standards can be found within the *Guidance about compliance*. The 16 essential standards are:

Respecting and involving people who use services - Outcome 1 (Regulation 17)

Consent to care and treatment - Outcome 2 (Regulation 18)

Care and welfare of people who use services - Outcome 4 (Regulation 9)

Meeting Nutritional Needs - Outcome 5 (Regulation 14)

Cooperating with other providers - Outcome 6 (Regulation 24)

Safeguarding people who use services from abuse - Outcome 7 (Regulation 11)

Cleanliness and infection control - Outcome 8 (Regulation 12)

Management of medicines - Outcome 9 (Regulation 13)

Safety and suitability of premises - Outcome 10 (Regulation 15)

Safety, availability and suitability of equipment - Outcome 11 (Regulation 16)

Requirements relating to workers - Outcome 12 (Regulation 21)

Staffing - Outcome 13 (Regulation 22)

Supporting Staff - Outcome 14 (Regulation 23)

Assessing and monitoring the quality of service provision - Outcome 16 (Regulation 10)

Complaints - Outcome 17 (Regulation 19)

Records - Outcome 21 (Regulation 20)

Regulated activity

These are prescribed activities related to care and treatment that require registration with CQC. These are set out in legislation, and reflect the services provided.

Glossary of terms we use in this report (continued)

(Registered) Provider

There are several legal terms relating to the providers of services. These include registered person, service provider and registered manager. The term 'provider' means anyone with a legal responsibility for ensuring that the requirements of the law are carried out. On our website we often refer to providers as a 'service'.

Regulations

We regulate against the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

Responsive inspection

This is carried out at any time in relation to identified concerns.

Routine inspection

This is planned and could occur at any time. We sometimes describe this as a scheduled inspection.

Themed inspection

This is targeted to look at specific standards, sectors or types of care.

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