

# Review of compliance

<p>Micado Homes Limited Micado Homes - Drayton Lodge</p>	
<b>Region:</b>	London
<b>Location address:</b>	47 West Drayton Road Uxbridge Middlesex UB8 3LB
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	November 2012
<b>Overview of the service:</b>	Micado Homes Drayton Lodge provides a 24 hour service for five adults aged between 18-65 years with mental health needs who require accommodation and personal care.

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

## Our current overall judgement

**Micado Homes - Drayton Lodge 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 12 October 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

During our visit we spoke with two people using the service and two staff members. People told us that they felt relaxed with the environment and that all staff very supportive and understanding. One person said, "I love it here, I am happy, the home is good and it helps my mental health". We observed good interaction between staff and people and staff were seen patiently and respectfully speaking with people.

### What we found about the standards we reviewed and how well Micado Homes - Drayton Lodge 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**

The provider was meeting this standard.  
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**

The provider was meeting this standard.  
People experienced care, treatment and support that met their needs and protected their rights.

#### **Outcome 06: People should get safe and coordinated care when they move between different services**

The provider was meeting this standard.

People's health, safety and welfare was protected when more than one provider was involved in their care and treatment, or when they moved between different services. This was because the provider worked in co-operation with others.

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

The provider was meeting this standard.

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 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 was meeting this standard.

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

**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 told us that they felt respected by staff and were treated with dignity at all times. People told us that they decided on what foods they liked to eat, time to wake in the morning and if they wanted to go out into the community.

#### Other evidence

People were supported in promoting their independence and community involvement. We observed that each person had access to their own bedroom and staff respected people by knocking on doors. Two people using the service told us that it was their choice to take or refuse medication and this was respected by staff.

During our visit we observed one person preparing a meal which was going to be shared by others. They told us that they liked being involved in meal preparation as this helped them gain skills that improved their independence. They also explained that the meals they prepared were chosen by people using the service and they each took turns to cook. People told us that they were encouraged to complete a shopping list for each week and they all choose the foods they liked to eat.

Two people were out in the community during our visit. Staff told us that they

encouraged people to access the community for activities and we saw evidence of such activities documented in the records.

**Our judgement**

The provider was meeting this standard.

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 that they felt well looked after and were helped to stay as independent as possible as part of their community rehabilitation.

##### Other evidence

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. We viewed four care plans that were completed when people first came to the service and then reviewed on a six monthly basis or sooner if changes were identified. The care plans completed were detailed showing information such as areas that people needed support in as well as medical history and health issues that needed to be addressed. People's likes and dislikes information was incorporated into the care plans and any other areas such as religion that staff needed to ensure were being followed. People told us that they were involved in their care planning and were involved with any changes made to them.

Risk assessments were carried out and reviewed monthly to reflect people's changing needs. We looked at some examples of risks that had been identified when people first came to the service and had since been reviewed.

##### Our judgement

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

## Outcome 06: 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 06: Cooperating with other providers

#### Our findings

##### What people who use the service experienced and told us

We spoke with people using this service but their feedback did not relate to this standard.

##### Other evidence

People's health, safety and welfare was protected when more than one provider was involved in their care and treatment, or when they moved between different services. This was because the provider worked in co-operation with others.

The manager told us that they were in regular contact with the care managers, community psychiatric nurses and other stakeholders to ensure people's needs were assessed. Multi-disciplinary meetings were held on a monthly basis and this was confirmed by other professionals and people using the service who told us that they attended these meetings,

We saw evidence of communications that were made by the provider with hospitals and other community assessment centres to ensure people's needs were thoroughly monitored by all services concerned.

##### Our judgement

The provider was meeting this standard.

People's health, safety and welfare was protected when more than one provider was involved in their care and treatment, or when they moved between different services.

This was because the provider worked in co-operation with others.

## 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 using the service told us that they felt very safe and free from harm.

##### Other evidence

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. The provider demonstrated a good understanding of their role and responsibilities with regard to safeguarding and was aware of when to alert the relevant authorities when concerns regarding abuse arose. As most people living at the home were from different local authority areas, the provider was able to confirm the process they would follow if there was a need to report any safeguarding issues to each of the local authorities.

The staff we spoke with were able to tell us the different forms of abuse and how they would report a suspicion of abuse. We saw training records that demonstrated that staff had attended adult safeguarding training previously and the provider also showed us details of future training days that had been booked.

##### Our judgement

The provider was meeting this standard.

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 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

We spoke with people using this service but their feedback did not relate to this standard.

##### Other evidence

People who use the service, their representatives and staff were asked for their views about their care and treatment and they were acted on. The provider conducted meetings with people and these were used to get people's views as well as allow people to request changes to the service. When we spoke with two people who use the service, they confirmed that suggestions they made were listened to.

We were shown a survey that had recently been completed and the provider told us that this was useful for them to review their service based on the feedback. Most surveys we saw demonstrated that people were happy and had provided positive feedback.

The provider had a complaints policy and people told us that they were aware of how to complain but had never needed to do so.

##### 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.

# 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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