

# Review of compliance

House Martins Care Limited  
House Martins Care Limited Number Two

<b>Region:</b>	North West
<b>Location address:</b>	2 Rivington Road Salford Greater Manchester M6 8GQ
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	<p>This service is a small residential home registered to provide care and accommodation for up to five younger adults.</p> <p>The service is provided to young adults who are deaf and have a learning disability.</p> <p>Care is provided on a 24 hour basis.</p>

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

## Our current overall judgement

**House Martins Care Limited Number Two 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 21 November 2011, 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

During our visit we met a number of people who live at the home. Whilst the majority of residents didn't make any specific comments about the standards we were inspecting, we saw that they appeared relaxed and happy in their surroundings and clearly got along well with their support staff. We did speak with one resident who was able to tell us that he liked living at the home and liked all of his support staff.

We made contact with a number of residents' families to ask them how they felt about the service provided at House Martin Number Two. Without exception, everyone we spoke with expressed extreme satisfaction with the service provided and spoke very highly of the staff and managers.

Comments we received included;

"We cannot fault them in any way."

"We are so grateful for the care that (name removed) receives. It helps us greatly knowing that he is safe and well looked after."

"I will never stop feeling fortunate that we found House Martins. Our son has had a wonderful quality of life in recent years thanks to them."

People were very pleased with the activities available and felt that this was a particular strength of the service. One parent described how her son had developed a number of new interests and hobbies whilst being supported by House Martins staff.

People told us that they found the staff and managers at the service very approachable and said that they would have no hesitations in contacting them if they had any concerns.

## **What we found about the standards we reviewed and how well House Martins Care Limited Number Two was meeting them**

### **Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

People's individual needs are taken into account when planning the service. People are enabled to express their views and opinions in relation to their own care and the running of the home.

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

Support staff have a good understanding of people's needs. People's care plans are based on their individual needs and include the things that are important to them.

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

Clear staff guidance and a positive open culture helps ensure that people living at the home are protected from abuse.

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

People receive their care from well trained, well supported staff.

### **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 service is managed well to help ensure that people receive safe and effective care.

## **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 told us that they felt fully involved in their (or their loved ones' care). People said that they were always kept informed about any issues and that they were always consulted about any important decisions. One parent commented "We are always kept up to date and they always get in touch if there are any problems."

##### Other evidence

In discussion, we were able to confirm that there was various information available including a Service User Guide which provided information about daily life at the home. The manager advised us that they had recently acquired a computer system to help interpret all this information into easy read formats. In addition, the manager told us that the company website, which contains information about the aims and objectives of the service, was soon to be updated to include interpretation into British Sign Language.

We saw that there was information posted at various points about the home, such as staff rotas and information about activities, which were in formats that were accessible to the people who lived there.

Staff told us about the recently increased use of communication boards and visual aids that had been used successfully for the benefit of people who live at the home.

We were advised that a new resident had recently been admitted to the home and we saw that there had been a number of adaptations made around the home to meet this person's needs and make various areas more accessible. The manager confirmed that these adaptations had been put in place prior to the resident joining the home. We were also able to confirm that all the staff who worked at the home were trained in the use of British Sign Language which is used by all the residents.

We were able to confirm that meetings for residents are held on a regular basis. The manager was also able to give us examples of changes that had been made at the home as a result of listening to residents' opinions. For example, a Wii Game and an additional television had been purchased.

Throughout our visit we saw residents moving about their home freely, helping themselves to snacks and drinks and getting involved in housework. We also observed staff discussing with residents their choices for how they wanted to spend their day.

**Our judgement**

People's individual needs are taken into account when planning the service. People are enabled to express their views and opinions in relation to their own care and the running of the home.

## 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

Everyone we spoke with told us that they were happy with the way that care was provided and told us that they were confident that their loved ones' needs were understood and met. "Everything that (name removed) needs is addressed without any delay. We know he is very happy" said one parent we spoke with.

##### Other evidence

We viewed the care plan of one person who had very recently joined the home. We saw that the manager had carried out a very thorough assessment on this person's needs prior to their admission.

The assessment process had been carried out over several months and had involved the manager liaising with the resident's family and a number of professionals already involved in the resident's care. Carrying out a thorough care needs assessment like this helps ensure that support staff have a good understanding of the person's needs at the point that they join the home and also helps the manager to decide if the home can meet their needs before offering them a place.

We saw that there had been regular meetings with the new resident, their family and other professionals to ensure that the placement was still going well and discuss any concerns identified.

We found that care plans were in place to cover all aspects of daily life including, social needs, hobbies, activities and important relationships. In addition, there was a Health



Action Plan in each plan we viewed. We noted that all residents' individual health care needs were addressed and good preventative health care was in place. Health Action Plans also provided evidence of good joint working with community health care professionals.

We saw that there were individual guidelines in place to ensure that support staff understood and knew how to respond to people's more complex needs. We also noted that care plans covered people's social needs and showed that people had lots of opportunities to engage in fulfilling pastimes and hobbies.

We spoke with staff who demonstrated a good understanding of individual residents' needs and the support they required. Support staff told us that all the residents led busy lives engaging in their valued hobbies and pastimes. "We always have enough staff on duty to make sure people can do the things they want to" commented one support worker.

Care plans provided evidence that residents and where appropriate, their families had been consulted about important decisions. We also saw that residents' preferences and choices were included throughout. However, we discussed with the manager the benefits of producing people's care plans in alternative formats as not all residents were able to access the written information within them.

#### **Our judgement**

Support staff have a good understanding of people's needs. People's care plans are based on their individual needs and include the things that are important to them.

## 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 we spoke with told us that they had confidence in managers and staff to keep their loved ones safe.

People said that they felt able to express any concerns and everyone we spoke to was confident that any concerns they did raise would be dealt with quickly and effectively.

##### Other evidence

The service has a clear policy and procedures in place that provide staff with guidance to follow if an incident of abuse is reported or suspected.

Information provided by the manager confirmed that their safeguarding procedures were regularly updated to ensure that they reflect current guidance and good practice. In discussion the manager demonstrated a good understanding of his responsibilities in terms of safeguarding people from abuse and communicated a genuine desire to ensure the safety and wellbeing of people using the service.

Records showed that training in the area of safeguarding was provided to all staff and in discussion staff showed a good understanding of the action they should take in the event that they have concerns about a resident's safety or wellbeing.

Staff who we spoke with were aware of their individual responsibility to report any incidents or concerns and had understanding of their employer's whistleblowing procedures. People said that they were very confident that managers would deal with any such concerns effectively and support them as whistleblowers. One staff member

said "This is a very open management team. They encourage us to raise any concerns because they want to deal with them."

**Our judgement**

Clear staff guidance and a positive open culture helps ensure that people living at the home are protected from abuse.

## Outcome 14: Supporting staff

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are safe and their health and welfare needs are met by competent staff.

### What we found

#### Our judgement

The provider is compliant with Outcome 14: Supporting staff

#### Our findings

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

All the people we talked with spoke very highly of staff, and expressed confidence in their abilities to meet their loved ones' care needs. One parent said "Its like a big family and all the staff are so welcoming." Another parent told us "When you phone, you are never made to feel like nuisance. They always have time to talk to you."

##### Other evidence

Throughout our visit we observed staff going about their duties in a cheerful and pleasant manner. Staff appeared to be happy in their work and also appeared to get along very well with the residents.

We talked with a number of staff who all spoke highly of the management team and told us that they felt well supported and appreciated. People also confirmed that there were always senior staff members available to provide support and guidance.

One staff member said 'I can't think of a time that I have needed something and not been able to get hold of a manager.'

The manager advised us that processes are in place for formal supervision, giving each staff member the opportunity to meet with a senior on a regular basis. Areas discussed in supervision include general performance, training needs and any concerns either party may have.

Whilst we confirmed that supervision takes place regularly, several staff members also commented that the manager had a regular presence in the home and as such, there was always opportunity for to discuss concerns on a daily basis. "We have supervisions where we write things down but to be honest there is always the opportunity to discuss

anything should the need arise" said one support worker we spoke with.

Records held in the home demonstrated that there is a positive approach to training. We were able to confirm that staff are provided with the mandatory health and safety courses such as moving and handling and infection control. In addition, staff are provided with training in areas such as safeguarding.

We also saw that training courses were provided in line with the needs of people using the service. For example, all staff members were trained in the use of British Sign Language which is used by the majority of people using the service.

**Our judgement**

People receive their care from well trained, well supported staff.

## 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 we spoke with were familiar with both the manager and the owner of the home. People expressed extreme confidence in them to ensure their loved ones received safe and effective care. People told us that they were confident that any concerns they had would be dealt with appropriately. One parent commented "They are so supportive to us as parents."

##### Other evidence

We spoke with a number of support workers during the inspection who were all very complimentary about the managers of the service. Staff commented that the owner and manager were both very approachable and spent a great deal of time at the home offering guidance and support.

In discussion, the manager advised us that he worked in a very hands on manner and this was also evident from his positive interaction with both staff and residents.

We were able to confirm that there were clear policies and procedures in place covering all aspects of service provision and staff that we spoke with were familiar with their contents.

The manager was able to give us a number of examples of processes in place to monitor the quality of the service provided. We also saw that there were a number of measures used to ensure that people who use the service were able to express their views and opinions including regular residents meetings and surveys.

We saw evidence of audits carried out on a regular basis in areas such as medication, finances and health and safety. The manager was able to provide documentary evidence that equipment and facilities were subject to regular safety checks by external professionals.

**Our judgement**

The service is managed well to help ensure that people receive safe and effective care.

# 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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