

Review of compliance

Autism Anglia Witchamper House	
Region:	East
Location address:	Witchamper House 49 Norwich Road Dereham Norfolk NR20 3AS
Type of service:	Care home service without nursing
Date of Publication:	July 2012
Overview of the service:	Witchamper House is registered to provide accommodation for up to four people with a learning disability and who require nursing or personal care. The registered provider is Autism Anglia.

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

Our current overall judgement

Whitstone House 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 to check whether Whitstone House had taken action in relation to:

Outcome 04 - Care and welfare of people who use services

Outcome 14 - Supporting staff

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 20 April 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

Although the majority of people were unable to communicate their views verbally, we were able to observe people's non verbal communication cue's to inform us that people were relaxed and at ease with the staff who were supporting them. However one person we spoke to was able to tell us that they liked the staff and that they "Were kind to them and took them on holidays."

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

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

The provider is compliant with this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

The provider is compliant with this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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.

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 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

Although the majority of people were unable to communicate their views verbally, we were able to observe people's non verbal communication cue's to inform us that people were relaxed and at ease with the staff who were supporting them. However one person we spoke to was able to tell us that they liked the staff and that they "Were kind to them and took them on holidays."

Other evidence

We looked at the care records for two people during our visit and these records showed that each person has a detailed plan of care. Care plans we looked at recorded people's care needs and how these were to be met by staff. Support plans had been signed by the person using the service, where able. The manager confirmed that the provider is working towards further developing these care plans to ensure that they are produced in a person centered format that can be easily understood by people who cannot fully comprehend the written word.

There was information contained within both care plans seen where the families and carers had also been consulted and involved with providing relevant and important information to ensure the care plan reflected the needs and aspirations of the person. This information had then been used to develop the individual care plan. Risk assessments were completed for all areas of identified risk within those care files looked at.

Where risk assessments were in place these had been regularly reviewed in order to

ensure the person's well being is maintained. Daily care records were seen to be of a good standard and they provided a detailed insight as to how people spend their day and the care that people had received.

Staff told us they had good information to help them care for people. Senior staff were always on duty and each shift handed over information about peoples care and progress.

We saw a communication book with useful information that staff used to ensure people kept appointments for professional or medical visits.

We saw detailed and comprehensive behaviour support plans for people who's behaviour can be challenging. These plans had been updated since the last review visit in October 2011.

Our judgement

The provider is compliant with this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

Although the majority of people were unable to communicate their views verbally, we were able to observe people's non verbal communication cue's to inform us that people were relaxed and at ease with the staff who were supporting them.

Other evidence

People were seen to be supported and cared for by staff who were both confident and competent in their role as carers.

The information shown to us indicated that staff at the service have the appropriate training opportunities to carry out their role effectively. Staff we spoke to confirmed that they are kept up to date with training in core areas such as, safeguarding, medication, first aid, low arousal techniques, fire awareness and health and safety training .

The staff records we viewed showed that a supervision processes was in place. Staff we spoke with said that they felt supported.

The service has a friendly atmosphere and it was clear from observations that the manager and staff generally all get on well.

Some staff we spoke with indicated they have done additional training in areas such as diabetes to give them greater awareness of people's needs and the skills necessary to meet them.

Evidence was seen during this visit that staff meetings are held on a regular basis and

minutes are taken.

Our judgement

The provider is compliant with this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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.

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

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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

Although the majority of people were unable to communicate their views verbally, we were able to observe people's non verbal communication cue's to inform us that people were relaxed and at ease with the staff who were supporting them. However one person we spoke to was able to tell us that they liked the staff and that they "Were kind to them and took them on holidays."

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Our judgement

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Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

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What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

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